

1. How many times can I use a discount code?

Any discount code available is subject to availability and valid for one child per family only. Our system will recognise the surname and address to prevent further bookings using any offer. A discount code is there so that you as a parent/guardian can experience the professionalism of the running of the camps and entrust us with your children. Any discount code offered can only be used once and any attempts to misuse this offer will result in the termination of your booking on our holiday camps.

2. What is the age range for Pouncing Panthers?

With apologies, due to insurance purposes we cannot accept children under the age of 5 or above the age of 12.

3. What does my child need to bring on the day?

Please ensure that your child brings a packed lunch, snacks and plenty of non-fizzy drinks, although drinking water is always available. Pouncing Panthers do advocate a healthy and balanced diet, so when packing your child's lunch box for the day, you might wish to include fresh and non processed food products such as fruit, vegetables, whole meal bread and biscuits, natural yoghurts, raisins, fruit drinks and water.

We do not have refrigeration facilities available at our venue so therefore as well as the healthy food mentioned above, we recommend hard cheese, crackers, bread and to pack frozen gel, ice packs or frozen juice drinks in with the lunch.

Due to acute allergy issues, we request that parents do not give their children any food items that contain nuts.

Please also ensure your child has appropriate clothing for indoor and outdoor activities. This should include sun hats and sun cream during warmer days, or warm clothing and a waterproof when the weather is cooler and more variable.

4. When and how do I drop off and collect?

Our standard activity day runs from 9.00am to 4.00pm. Registration will open at 8.45am and we request that you start registering no later than 8.55am. We do operate an early-bird drop off from 8:15am at an extra £5.00 per child. This optional extra should be booked online at time of booking. Dependent on whether you have booked a Full Day, AM or PM option, you can drop your child off at 8:45am or 12:45pm

and 12:00pm and 4:00pm for collection. Please note however that day registration closes promptly at 4.00pm and we do levy fees for late pick-ups at £5 for every 15 minutes. (Free for the first 14 minutes as we understand there are some unavoidable circumstances)

We operate a strict and secure drop off and collection system

and it is necessary for a parent/guardian to sign all children in/out each day. On arrival you will be asked to check the contact details we have on file and sign an emergency medical/operative treatment consent statement. You will also be issued with a unique security pin number for your child. If for any reason the parent/guardian dropping off is unable to collect on a particular afternoon/evening and you wish a friend or relative to collect your child/children, please ensure that this number is passed securely on to whoever is collecting.

Please note, we will not be able to release your child unless the pin number is accurately quoted by the person collecting.

5. What are the adult to child ratios?

At our Pouncing Panthers venue there is always a minimum of two adults on duty at all times. The legal requirement for adult:children ratios are 1:30. However, we always endeavor to work to a ratio of 1:8 for children aged four to twelve years. All of our adults have years of experience working with children of all ages and are CRB checked to adhere with the laws associated with working with children.

6. Are Pouncing Panthers Clubs registered with Ofsted?

Pouncing Panthers camps are not registered with Ofsted. We are a private company whereby it is not necessary for our clubs to be Ofsted registered. However, each of our holiday clubs do adhere to the guidelines and standards set out to safeguard the welfare of your child during their time with us. Although we will be happy to give a verbal report of progress of your child/children on request, this is not a school and we will not be testing your children. Our primary focus is for your children to have fun and learn various skills without feeling pressured.

7. What if my child requires medication whilst at the club?

Pouncing Panthers are only able to accept and administer prescribed medication. If your child is likely to require prescribed medication of

any sort throughout the day, please inform the site manager on arrival, who will complete the necessary paperwork. All medication should be handed to the site manager and must be in its original packaging with the prescription label.

Due to a recent tightening up of the regulations that govern the administration of emergency medication (epipens, hypodermic injections etc.), we can no longer accept children into any Pouncing Panthers club without specific consent from the child's general practitioner or consultant. This is an insurance requirement and without this consent we would be considered to be in breach of the terms and conditions of our insurance, and therefore uninsured.

Please contact Pouncing Panthers head office on 01202 853055 so that we can send you the documents that will need to be signed by your doctor and returned to Pouncing Panthers head office prior to your child's first attendance with us.

Please note, if your child carries an epipen, you will need to ensure you supply the relevant holiday club with two epipens each time the child attends. Pouncing Panthers reserve the right to refuse admission if you do not supply two epipens, or if the epipens supplied are not in suitable working order (e.g. cloudy or discoloured liquid).

It is the parent's responsibility to collect the epipens from the holiday club at the end of each holiday period.

8. Who will be looking after my child?

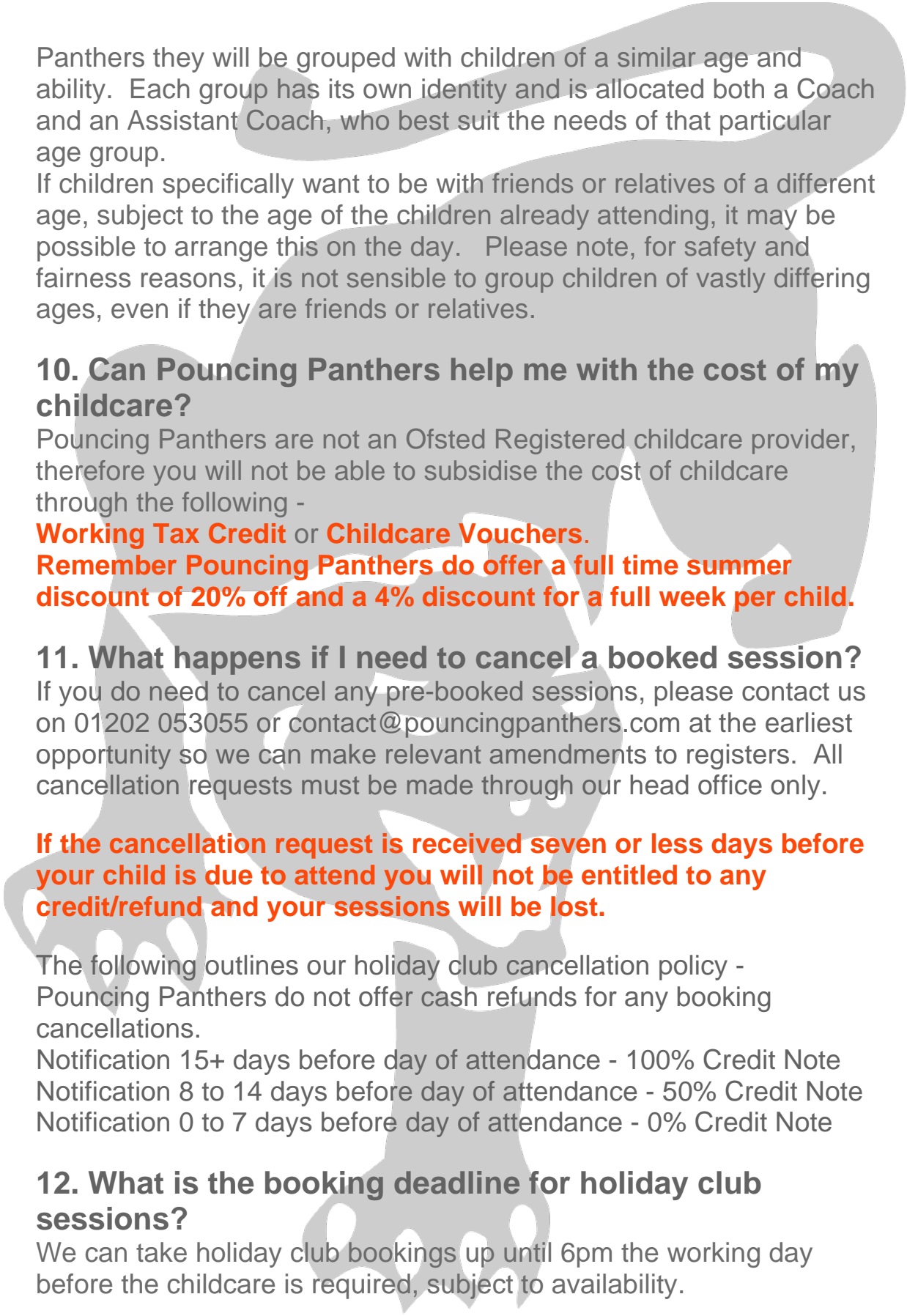
We know that great staff make for a great holiday club. All of our coaches possess the mixture of experience, skill and personality necessary to get the most from the children, whilst ensuring all the activities are delivered in a safe and organised manner.

All Pouncing Panthers coaches are cleared with the Disclosure and Barring Service (DBS) and trained in child protection, activity delivery, behaviour management and health and safety.

Although there is no legal requirement to ensure staff are qualified, Pouncing Panthers believe formal qualifications play an important part in ensuring the care offered is of the highest quality as well assisting our employees Continued Professional Development.

9. Can my child be in the same group as a friend if they are different ages?

In order for your child to get the most out of their time with Pouncing



Panthers they will be grouped with children of a similar age and ability. Each group has its own identity and is allocated both a Coach and an Assistant Coach, who best suit the needs of that particular age group.

If children specifically want to be with friends or relatives of a different age, subject to the age of the children already attending, it may be possible to arrange this on the day. Please note, for safety and fairness reasons, it is not sensible to group children of vastly differing ages, even if they are friends or relatives.

10. Can Pouncing Panthers help me with the cost of my childcare?

Pouncing Panthers are not an Ofsted Registered childcare provider, therefore you will not be able to subsidise the cost of childcare through the following -

Working Tax Credit or Childcare Vouchers.

Remember Pouncing Panthers do offer a full time summer discount of 20% off and a 4% discount for a full week per child.

11. What happens if I need to cancel a booked session?

If you do need to cancel any pre-booked sessions, please contact us on 01202 053055 or contact@pouncingpanthers.com at the earliest opportunity so we can make relevant amendments to registers. All cancellation requests must be made through our head office only.

If the cancellation request is received seven or less days before your child is due to attend you will not be entitled to any credit/refund and your sessions will be lost.

The following outlines our holiday club cancellation policy -
Pouncing Panthers do not offer cash refunds for any booking cancellations.

Notification 15+ days before day of attendance - 100% Credit Note

Notification 8 to 14 days before day of attendance - 50% Credit Note

Notification 0 to 7 days before day of attendance - 0% Credit Note

12. What is the booking deadline for holiday club sessions?

We can take holiday club bookings up until 6pm the working day before the childcare is required, subject to availability.