



Atlantis Leisure

Drop-off and Collection Policy and Procedures for all Atlantis Sport and Activity Sessions.

Drop-off Procedure

- Parents/carers are required to accompany their child to the designated drop-off area at the start of the session. This will typically be the area which the activity is due to take place.
- Coaches or staff members will be present to greet children and ensure a smooth transition from parent/carer to the program. This will be to the poolside or to the area or sports hall where the activity is to take place.
- Parents/carers must sign their child up to the class prior to arrival and have received a booking letter confirming their place in the class.
- Parents/carers must provide any necessary contact information or special instructions which are relevant to the wellbeing of their child prior to arriving at the start of the class. Typically this would be done via the client hub on the booking system classes are set up through, in this case Morsolutions.

Collection Procedure

- Parents/carers are expected to arrive promptly at the end of the session for the collection of their child.
- Coaches or staff members **will** supervise children under 8 years until they are safely handed over to the designated parent/carer.

- Parents/carer must advise Atlantis Leisure by means of writing should they require their child to be signed out of a class and collected by only named individuals. This written request must be acknowledged and agreed by the Development Officer responsible for the coaches and classes.
- Please note that swimming teachers are not responsible for children once they leave the poolside, it is the responsibility of the parent/carer to ensure they are ready to receive their child at the shower area. Children under age 8 are expected to have a responsible adult ready to aid them should they leave the class to go to the toilet or leave the class early for any other reason. Therefore, parents/carers are not permitted to leave the pool area or the building whilst their child's swimming lesson is in progress.

Late Collection Policy

- Parents/carers are responsible for picking up their child on time at the end of the session, please ensure you arrive 5 minutes before the end of the session.
- In the event of late collection, a designated staff member will stay with the child until the parent/carer arrives.
- A late collection fee may be applied for repeated instances of children being left unaccompanied at the end of a session, and a member of staff is unable to move to their next job location.

Emergency Procedures

- Coaches and staff members are trained in emergency protocols and will follow established procedures in the event of an emergency or evacuation.
- Parents/carers will be notified immediately in case of an emergency situation.

Communication

- Parents/carers will be informed of any changes to the drop-off and collection procedures in advance.

- Contact information for parents/carers and emergency contacts will be kept up to date and easily accessible.

Important - It is the responsibility of the parent/carer to check the client hub to ensure all information, including, emergency contact details and medical information is correct, any changes must be made in writing using the client hub, to ensure we hold the correct information for each child/participant attending a sports lesson/session at Atlantis Leisure.