

## Absent Child Policy

All Get Active sessions must be booked and paid for in advance. Should you need to cancel your session, check our cancellation policy and contact our office on 01344 860868. Non-attended sessions will not be refunded and will still be charged in full.

If you are unable to cancel your booking with the correct notice, but do not want your child to attend- please phone our office at your earliest convenience on 01344 860868. Our office team will inform the Supervisor at the club, and the school reception.

In the event of a child being listed on the register but not arriving and the club have not been informed, the Supervisor of the club will need to:

- Visually check whether the child is attending another activity club before arriving in ASC.
- Check non-attendance and register with the school reception and class teacher.
- Call Get Active Head Office to inform them of non-attendance.
- If Head Office has not been informed of non-attendance, our team will call the parent/emergency contact.

If the parents, or emergency contacts on the registration form, are not contactable or if the child should be (but isn't) at the club, then club colleagues need to speak to the school and organise a co-ordinated search in line with the Lost Child Procedure.

In any instance where a child does not attend the session and colleagues cannot account for the child's whereabouts, Get Active Head Office must be informed so appropriate action can be taken.

Last updated: January 2024  
Due for review: January 2025