

Collection Policy

Get Active Sports follow a strict collection policy which is intended to safeguard pupils attending any of our provisions. We are committed to the safety of all pupils, parents and staff and take every reasonable precaution to ensure safe collection.

Parents must ensure that they enrol their children onto the correct session and that they are collected on time. It is the responsibility of staff and parents to ensure children are signed out on collection, with the time of collection stated. Children should be collected by the named account holder, however if a child will be collected by anyone other than the parent/carer, the account holder must notify Head Office via email or phone call with the name and relation of the authorised collector. Any new or irregular collectors must be provided with the pickup pin set by the account holder on the participant's account.

Any authorised collectors must be 16+, however those under the age of 18 must have written consent provided by the account holder. If the parent/guardian should request the child be allowed to walk home without an adult, we must also have written consent to info@getactivesports.com.

Parents can contact the school office up to 6:00pm to notify Head Office of any changes to collection, extension of the current session or if the parent/guardian is running late for collection.

Late collection is not acceptable. However, it is recognised that well prepared collection plans can be affected by events beyond the control of the designated collector. If the collector is going to be late, they must contact staff by telephone as soon as possible. Head Office will communicate any changes made to the booking to the Supervisor at the club in order to speak with and manage the expectations of the child.

In the event of a child not being collected at the end of their After School Club session, a member of staff will take the following steps:

- Reassure the child
- If a child booked onto the short session is collected late, parents will be charged for the full session.
- If staff have not been contacted by parents, they will try to contact the child's parents using the details provided within the online account
- If unable to contact parents, staff will try other emergency contact numbers and named individuals specified by the account holder
- Staff will continue to attempt communication on an ongoing basis until either a parent or emergency contact is spoken to. Once contact is made, staff will ask for an estimated time of collection for the child.
- Should we be unable to contact the parent/guardian or emergency contact and the child is still in our care 30 minutes after the session finish time, Children's Services will be contacted in order to safeguard the child

Early drop off and late collections

Your arrival time must not be before your selected booking start time. This will result in refusal of entry, unless there is an earlier booking slot available, and then you are required to call the main office to change the booking and pay for extra time before entry will be granted.

Get Active Sports reserve the right to charge a fee or issue a ban for late collection of any children. If a child/child is collected after the allocated collection time identified on the booking, the below policy will apply.

Our Late collection policy is as follows :

Late collections

We understand lateness can happen on occasion, but we do have to stress that we discourage late collections in all instances. Penalties apply to cover the overtime cost of the Coach and Supervisor to stay until collection.

10 minutes late: £15 (or extended to the late session where applicable)

Every 10 minutes after this: £10

This balance will be charged to the account and must be paid to continue attending the sessions.

If lateness occurs often, a ban on the childcare account may occur.

If you have any questions on our late policies, please do not hesitate to contact our Head Office.

Last updated: January 2024
Due for review: January 2025

Get Active Sports, Suite 4, Oakmede Place, Binfield, RG42 4JF
RSR Sports Limited T/A as Get Active Sports is a company registered in England and Wales with:
Company number: 08181499 VAT number: 142 2337 46.