



## Covid Procedures

Our plans are different to our normal activities due to the current Covid-19 situation. All plans are subject to government guidelines and are conditional but please see below a summary of our current plans –

- We are committed to ensure safety measures are met including social distancing, checking temperatures, managing drop off and pick-up times, providing hand sanitising, protective equipment and regularly cleaning the facilities.
- Children will be in groups of a maximum of 15 children. Children will remain in their group for the duration of the day, including break and lunch time.
- Each group will have a designated classroom to conduct creative activities and be provided a designated section of the fields and astro for the active sessions.
- Camp will be open from 8.30am to 5.30pm. Drop off will be from 8.30am – 9.30am and collection from 4.00pm – 5.30pm.
- A drive thru drop off and collection procedure is in place. Signage and staff will be available to guide you.
- Registration and collection is one adult only please.
- Unfortunately, we are unable to offer hot dinners and all children will be required to bring a packed lunch and refillable water bottle. Snacks for morning and afternoon break will also be required.
- We encourage all children to bring a small bottle of sanitiser and hand lotion with them, but sanitiser and hand wash will be available in each classroom and in all toilet facilities. Children will be required to wash their hands at the beginning and end of each activity, before and after snack breaks and lunch.
- A cleaner will be on site every day to regularly clean the surfaces. Each classroom and all equipment will be cleaned at the end of each day.
- All plans are subject to change and will be in line with the government and Public Health England guidelines.



## Refund/Cancellation Policy

Star Hotshots will be running at reduced capacity and therefore your cooperation to inform us as early as possible if your child is unable to attend would be much appreciated. Unlike most other childcare providers, as a gesture of goodwill, if your child is unable to attend on the day due to injury or illness, Star Hotshots will place a credit note on your account.

If the camp is cancelled Star Hotshots will offer you a full refund or the option to credit your account for a future camp.

If a child develops symptoms during the day of Covid-19, they will be isolated immediately and will remain with the camp manager until collected by a parent or guardian. If a child or staff member tests positive for Covid-19, their group (including the staff member) will be required to self-isolate for 10 days. Should this occur, a credit note will be placed on your account for the remaining days of your booking.

We are very proud of the reputation we have forged amongst children and parents for providing active, safe and enjoyable childcare and we are committed to continuing this level of childcare during this current situation.

Kind Regards,

Harvey Grout

Star Hotshots

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