

## Preferred Code of Practice – Children's Clubs

### Children's Clubs

- The children's club must be supervised at all times by staff who are qualified in childcare.
- There must be a written procedure for the operation of the children's club, including ratios, activities and age groups. A copy of which should be issued to the tour operators.
- The location of the children's club must be safe and secure.
- All materials and equipment must be stored safely and securely.
- All fixtures, fittings and furniture must be free from sharp protruding edges and corners.
- Soft furnishings, such as cushions and mats must be provided in the clubroom.
- Child size table, and chairs should be provided.
- A well-stocked first aid kit should be available in the clubroom.
- All glass doors, e.g. sliding, patio and balcony doors must have identifying stickers at:
  - Adult level (approximately 1.5m).
  - Child level (approximately 0.8m).
- All glass must fit securely in the doors and windows.
- All windows must be lockable or inaccessible to children.
- Any gaps in railings must be less than 10cm.
- There must be a minimum of 35sq.m of useable floor space (based on 20 children).
- All floor surfaces must be non-slip and free from trip hazards.
- Walls within the playroom must be freshly painted, free from signs of damp and kept clean.
- The walls should be free from shelving and fittings between 1m and 1.5m above the floor.
- Natural lighting should be provided within the club room.
- The room must be comfortable for the climate.
- There must be a method of communication provided (i.e. telephone) in case of emergency.

### Children's Club Toilets

- Children's toilets should be provided within the clubroom. If unavailable then designated children's toilets must be located very close and be visible from the clubroom.
- There must be an adequate number of toilet facilities provided for the ratio of children.
- Toilets must be clean, well maintained and free from cracks.
- Soap and hand drying facilities must be provided.
- Roller towel devices should not be fitted.

### Children's Club – Fire

- All exit doors must be kept unlocked whilst the club is in use.
- All exit routes must be kept clear and free from obstruction.
- There must be a fire extinguisher available in the clubroom. The extinguisher should be wall mounted and placed above 1.5 metres (away from a child's reach).
- Fire safety instructions written in English must be available within the clubroom.
- Smoke detectors must be provided (preferably permanently wired as opposed to battery operated detection) in full working order and tested regularly.

### Children's Club – Electrical

- There must be no exposed wiring or defective or loose sockets.
- There must be regular electrical maintenance tests to ensure that the electric's are in full working order at all times.
- All low-lying sockets must be protected by safety plugs.

## Crèche/Den

- The crèche/den must be thoroughly cleaned on a daily basis.
- All toys and equipment must be sterilised once a week.
- All toys must be checked regularly and maintained in good working order – defective toys and equipment must be removed and discarded.
- Soiled nappies must be removed and disposed of correctly.
- The area and surfaces must be kept clean and tidy.
- The area must be cleared of rubbish daily.

## Children's External Play Areas

- The play area must be located in a safe place i.e. away from the road, traffic, electrical and all other hazards.
- The area must be free from animals.
- The area must be free from litter and rubbish.
- Wherever possible the play area must be protected by a wall or fence.
- All gates and ancillary present must be in good condition.
- There must be warning signs prominently located at the play area advising that "children must be supervised at all times by an adult".
- All play equipment must be regularly maintained, serviceable and in good condition.
- All play equipment should be adequately spaced to allow free movement.
- The play area surface should be impact absorbent and must be suitable for children.
- The play area should be free from poisonous plants, berries, thorns and spikes.

Note: European standards (BS EN 1176 & BS EN 1177) have been produced relating to the safe operation of children's playgrounds which expand in greater detail on the code stated above, every effort should be made to comply with the guidance given in these standards.

## Children's Clubs & Crèches – Additional Information

If a club is organised & facilitated by the hotel directly, serious consideration should be given to implement additional operational procedures. Although not exhaustive, to follow are additional guidelines currently used by a number of tour operators when running their own clubs within hotel grounds.

### Club Room Location

- Ideally all clubs should be located on the ground floor either as a stand-alone building or within the main building near reception.
- Hot and cold running water and electricity should be readily available inside the club.

### Safety

- Emergency lighting and exit signage should be provided.
- Lockable doors and windows with fly screens should be provided.
- Two separate entrance/exit routes from the room is preferable.
- Room should be split into two areas, reading and recreational and the floor covered accordingly – carpet (reading section), vinyl (recreational section).

### Toilet & Washroom Facilities

- Nappy changing unit with storage for nappies and toiletries (crèche only).

### General Facilities

- Tables and chairs should be made of robust plastic and wipe clean.

### Registration

- A fully comprehensive form should be completed on the first day of attendance, giving dates of travel, room numbers, parental consent for certain activities, first aid etc – example enclosed.
- Each hotel should have a documented parental guidance notice that is issued to parents at the time of registration, which, specifies the rules and regulations of the club – example enclosed.
- Parents and children should be made aware of the emergency procedures in case of fire, illness etc.
- When the children attend the club sessions, parents should be advised to remain on the complex and give an indication of where they may be found (e.g. room, restaurant and pool).
- Each child should be accompanied to and from the club by a parent.
- Each child should be signed in and out of each session and a record kept of the belongings they have on their person, e.g. money, toys, etc.
- Parents should be asked to provide their child with the relevant protection against the sun e.g. sun block, hat, T-shirt.
- Parents should be advised that food and drink are not provided during club sessions and that if these are required they should supply their child accordingly.

### External Play Equipment

- All equipment should meet the necessary safety standards and be adequately spaced i.e. for swings, slides and roundabouts there should be a 4 metre gap between items.
- Regular checks and maintenance should be carried out on all equipment.
- All surface areas should be clean and tidy and cleared of rubbish on a daily basis.

### Activities

- The activities to be conducted within the club should be documented and a list provided for the parents.
- It is suggested that water-based activities should not be provided as part of the clubs activity programme. However, if a hotel chooses to include activities of this nature, staff should be adequately trained and parents should be encouraged to participate with their children in order to provide additional supervision.

### Emergency Procedures

- There must be a documented emergency procedure.
- Parents should be informed of all emergency procedures prior to or when registering their child. It is suggested that a copy of the document be issued to the parents with the parental guidance note.
- Children should be informed of all emergency procedures on their first day at the club.
- Regular emergency drills should be carried out.

## Staffing Requirements – Qualifications

- At each session there should be at least one member of staff who is trained in First Aid.
- At each session there should be at least two members of staff who should be qualified in childcare.

## Ratios

Ratios shown are maximum numbers of children per qualified staff member. Wherever possible ratios should be reduced.

	On-Site	Off-Site
Crèche	1 – 3	N/A
2 – 12 years	1 – 15	1 – 5
12 – 16 years	1 – 15	1 – 5

## Health & Safety

- Medicine must not be dispensed to children. The parents should be made aware this will not be permitted under any circumstances, even if these medicines have been prescribed by a doctor, e.g. for children requiring an insulin injection the parents should be requested to return to the club at the relevant time to administer the injection to their child.
- Details of children with special medical needs should be recorded on their registration form (e.g. diabetes, asthma, etc).

## Records

- A general logbook should be kept of each club session. This should show how many children and staff were present, the activities of the day and the weather conditions.
- Any accidents or incidents that may have occurred during the club session should be documented on the bumps and knocks form – example enclosed.
- Children must be signed in and out of the club by a parent. Children who arrive unaccompanied should not be accepted in to the club. They should be returned to their parents and the rules of the club reiterated.

## Incident Reporting

- All incidents and accidents should be reported in an incident logbook. The details to include:
  - Child's full names.
  - Booking reference number.
  - Date of incident/accident.
  - Injuries sustained.
  - Action taken.
  - Names of witnesses together with their contact details.

KIDS CLUB REGISTRATION FORM			
<b>Parents are asked to remain on the complex at all times</b>			
Child's Name:		Parent/Guardian:	Room/Apt. No:
D.O.B:	Age:	Dates of Stay:	Booking Ref:
<b>PLEASE COMPLETE THE FOLLOWING FORM GIVING AS MUCH INFORMATION AS POSSIBLE</b>			
Is this the first time your child has attended a club of this nature?			Yes/No
Is your child allergic to anything (i.e. plasters, fruit, paint etc)?			Yes/No
If yes, please give full details:			
Does your child have any known medical conditions?			Yes/No
If yes, please give full details:			
Are you happy for our representatives to administer minor First Aid to your child if necessary?			Yes/No
Are you happy for your child to participate in 'off-site' activities?			Yes/No
PLEASE NOTE: WATER BASED ACTIVITIES WILL NOT BE INCLUDED AS PART OF THE CLUB PROGRAMME			
<p>NB: Please read the following declaration before signing this form.</p> <p>I have read and accept the terms and conditions (Parental Guidance Notes) of the club and have been supplied with all the relevant information by the hotel, including details of the emergency procedures that will be followed. I agree to stay within the grounds of the complex whilst my child is attending a club session.</p> <p>Signed: ..... Date: .....</p> <p>Parent/Guardian</p>			
<b>FOR STAFF USE ONLY</b>			
Date of Registration:		Medical Conditions/Allergies Noted:	Yes/No
<p>Signed: ..... Date: .....</p> <p>Children's Club Leader</p>			

## Children's Club Enrolment – Parental Guidance Notes

Prior to enrolling your child in to the hotel children's club there are a few things that need to be taken into consideration and we would ask you to take a few minutes to read the following information.

1. A parent must sign the child into the club for each session. Children who arrive at the club unaccompanied will not be permitted entry into the children's club.
2. Parents are requested to remain within the grounds of the property at all times when their child is attending the club. When signing your child in, please give an indication of where you can be located i.e. pool, room/apartment, restaurant etc.
3. When registering your child for the children's club, as parents you are obliged to advise if your child is suffering from illness, allergy, disabilities, behavioural disabilities or is taking medication.
4. Hotel staff will not dispense medicine to children. You should be aware that they are not permitted to do so under any circumstances, even if these medicines have been prescribed by a doctor. e.g. For children requiring an insulin injection, parents are requested to return to the club at the relevant time to administer the medication/injection to their child.
5. In order to maintain a safe ratio of children to the children's club. It may be necessary to restrict attendance to the club activities. In the event of this happening a booking in system will be placed in operation.
6. 'Off-site' activities may be arranged as part of the Club's programme, if you do not wish your child to participate in these activities please ensure that this is clearly indicated on the Registration Form.
7. If your children are able to participate in 'off-site' activities, as parents you will be asked to sign a consent form when signing your child in for the event.
8. It is not our policy to feed and or provide drinks for children. Please ensure that your child brings any refreshments that they may require to the club.
9. Many of the activities will take place in the playground and therefore protection against the sun needs to be provided. Please ensure that your child has a sun hat, T-shirt and protection cream with them.
10. In case of emergency, please see the enclosed leaflet that explains the full procedure.
11. It is imperative that parents return to the club to collect and sign out their child at the close of each session.
12. Water based activities will not be provided as part of the club's activity programme.
13. Children have a tendency to get over excited especially when they are on holiday. We do however expect children to behave in an appropriate manner. If your child misbehaves, behaves inappropriately, or in a manner that disrupts the rest of the group they will be returned to their parents immediately. Please note this may result in the child being excluded from the club for the duration of their holiday.



