

# After School Activities

## Terms and Conditions

### On the day – Participants are required to bring:

- Membership card to sign in at entry
- Enclosed shoes appropriate for a wide range of activities – No shoes for martial arts programs
- Appropriate comfortable clothing suitable for activities

### Medical – medication, general hygiene, emergencies

- Program staff will administer basic first aid where required and PCYC NSW has the right to contact an ambulance if deemed necessary by the staff.
- If a participant becomes ill or is displaying signs of cold or flu like symptoms a staff member will contact parent/carer and discuss appropriate action in line with current Government COVID-19 protocols.
- In the case of an emergency, staff will directly contact the participant's emergency contacts on the membership form.

### Booking and enrolment process

- All participants must be a current PCYC member to take part in any program.
- Full payment is required upon booking, bookings will not be confirmed or reserved without full payment.
- Creative Kids Vouchers can be used in some programs (please check with your local centre). All vouchers must be downloaded via Service NSW before they can be used to book programs. No programs can be booked using a voucher if you have not provided a copy of the voucher to PCYC NSW and the full monetary value must be paid.

### Signing in and out

- All participants must be signed in of the program each day.
- Please provide details of person picking up child at the end of the day on the sign in process. If circumstances are to change then please contact the centre to provide details of who will be picking up if listed differently on the form.
- Children under the age of 14 and not permitted to make their own way home on any condition. A parent or guardian is required to pick up their child on time.

### Program code of conduct

- All participants must follow the rules set by PCYC NSW coaches during the program. Safety is always our priority and the rules set by the PCYC coaches reflect this.
- If a participant is displaying behaviour that is not safe and appropriate for the program and the other participants, a warning will be issued to highlight the behaviour is unacceptable and will not be tolerated. Upon repeat behaviour, PCYC staff will contact the parent/carer and discuss appropriate action. If appropriate behaviour is not displayed and this affects the safety of other participants, the child's enrolment will be cancelled for the remainder of the program and days enrolled.

### Class cancellations

- Once booked in for a program, all bookings are non – refundable, including change of mind or days. A child can be provided with 'family credit' to the value of booking if a valid medical certificate can be provided for the day scheduled to attend prior to the start of the day.
- A family credit booking can be used within 12 months from the date of issue, however, cannot be used to book into any program that is at full capacity. All bookings are subject to availability.
- We cannot offer credits or refunds for classes paid with the Creative Kids voucher under any circumstances.

### Risk

- Except for any liability which cannot be excluded by law, PCYC is not liable for any loss or damage suffered by any person because of that person's participation in any program.