

Coronavirus Policy (Covid-19)

Dear Parents/Guardians

Firstly we hope you and your family are well during these challenging times.

As I am sure you're aware there have been Government discussions about schools closing due to the coronavirus (Covid-19); if this happens it will directly affect TFG and our services to parents.

Whilst we aim to continue to operate business as usual, we would like to make you aware of our contingency plans for the short term and also if schools should be closed. With the above in mind our policy will be:

Contingency plans – short term:

Lunchtime and After school clubs:

- We will be unable to accept children into club who are showing symptoms, and we would ask that you keep children at home who are unwell. If your child is showing symptoms during club you will be notified at first instance and we will also inform the school.

- Staff will continue to follow best practise for washing hands and general hygiene at the school clubs.

- Clubs will continue to operate unless we are otherwise advised. However, if and when our staff or their families are required to self-isolate, we will need to review our staffing levels every day to ensure that we can open safely. Our staff have completed 'lone working' training so we can operate with a single staff member at each club. However, if a number of staff are required to self-isolate and we are therefore unable to open, we will communicate this at first instance via the following channels – via Email, text and our website. We also inform the school at first instance.

School Closure Policy:

Lunchtime and after school club bookings: Any bookings that fall within dates the schools are closed or we are unable to operate we will arrange additional sessions to make up for the cancelled sessions, once schools re open.

Holiday Camp bookings: if we are unable to run holiday camps due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking.

Football & Dodgeball Academy: Any bookings that fall within dates the schools are closed or we are unable to operate we will arrange additional sessions to make up for the cancelled sessions, once schools re open.

Cheerleading Academy: Customers will receive an individual policy.

Birthday Parties:

if we are unable to run the birthday party due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking.

Finally we would like to thank you for your continued support at this time.

Best wishes

TFG

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