

## **ATTENDANCE, ARRIVAL & COLLECTION POLICY (v1.5)**

**APPEER COMMUNITY INTEREST COMPANY (CIC)**

**THIS POLICY MUST BE READ IN CONJUNCTION WITH ALL APPEER POLICIES, WHICH ARE AVAILABLE ON OUR WEBSITE. IF YOU CANNOT ACCESS OUR WEBSITE, PLEASE TELEPHONE US ON 07861 696542 OR EMAIL OR EMAIL [CLAIRE@APPEER.ORG.UK](mailto:CLAIRE@APPEER.ORG.UK) TO REQUEST COPIES TO BE SENT TO YOU. KEY POLICIES RELEVANT TO ATTENDANCE, ARRIVAL & COLLECTION ARE:**

- 1. GENERAL TERMS & CONDITIONS**
- 2. ADMISSIONS POLICY**
- 3. SAFEGUARDING POLICY**
- 4. HEALTH & SAFETY POLICY**
- 5. EQUALITY & DIVERSITY POLICY**
- 6. GDPR POLICY**

In this policy, the following definitions apply:

"Appeer"	Appeer Community Interest Company ("We, our, us")
"Session"	An activity session, talk or other event, run either by Appeer or a third-party service provider contracted by Appeer, whether one-off or as part of a Programme
"Online Session"	Activity Sessions, talks or group meetings utilising the Zoom or other remote online meeting platform, either delivered by Appeer or a third party service provider contracted by Appeer.
"Programme"	A package of Activity Sessions delivered during a set period (including online Sessions), taking place at predetermined times and locations, and run either by Appeer or a third-party service provider contracted by Appeer.
"Participant" and "Adult Participant"	A person registered with Appeer and/or who has, is or will attend an Appeer Session, talk or other event
"Representative"	A parent or carer (legal guardian) of the Participant

### **ATTENDANCE GENERALLY**

Attendance at any Appeer Session or Programme will not be possible until an Appeer Application Form has been completed and the Participant's attendance approved. See our Admissions Policy for further details on how we accept applications for our services.

Participants must adhere to Appeer's General Terms & Conditions. Participants must additionally adhere to all terms and conditions and/or guidelines of the venue of the Session they attend as well as those provided ahead of or during the Session by Appeer staff.

## **REPRESENTATIVES' RESPONSIBILITIES AT APPEER SESSIONS & PROGRAMMES**

Joining Instructions for individual Sessions or Programmes will be outlined in advance in written form; these form part of Appeer's General Terms & Conditions.

Only named Representatives can attend with the Participant. Non-attending Children will not be admitted, unless specifically agreed with Appeer in advance.

The Participant remains the responsibility of the Representative at all times.

Representatives must remain on site for the duration of the Session for Participants aged 7-12 (except Weekday Groups beyond trial Sessions).

Representatives of Participants in Teen programmes (13+) must remain on site for the first Session; thereafter, if agreed with Appeer in advance, they may go off site but must remain local to the vicinity.

The emergency phone number given on the Appeer Application Form on Coacha must remain up-to-date and contactable at all times during Appeer Sessions.

Appeer will endeavour to support the Participant wherever reasonably possible. However, Representatives may be asked to support the Participant directly in the event of communication and behaviour impacting on their or other Participants' ability to participate in the Session or which falls outside our Code of Conduct.

Attendance at any Appeer Session including parent/carer concurrent Sessions implies agreement to respecting confidentiality within the group, as appropriate (See Appeer's Safeguarding Policy).

The Parent/Carer Room is for Representatives only.

Photographs may only be taken of family members, unless specific permission is given by Appeer staff and other Representatives.

The consumption of food and drink whilst at an Appeer Session must adhere to all guidelines outlined in Session or Programme documentation provided. Nuts and sesame seeds must never be brought to Appeer Sessions. Representatives remain responsible for what the Participant consumes.

Participants and Representatives are responsible for their own belongings. Appeer can accept no liability for lost or damaged belongings at any time.

Individual Participants' needs and challenges must not be discussed in the Session rooms or where Participants are present, as appropriate.

## **ABSENCES**

If a Participant is going to be absent from a booked Session, they or their Representative must notify Appeer by emailing [claire@appeer.org.uk](mailto:claire@appeer.org.uk) and the Programme Lead. If such

notice is being given within 24 hours of Session, such notification must be via phone call or text to the Appeer mobile phone. Messages sent any other way (e.g. by Facebook Messenger) will not be received.

If a Participant wishes to stop attending an extended programme altogether, they or their Representative must provide notice of cancellation as soon as possible, in writing, to the Programme Lead and to [claire@appeer.org.uk](mailto:claire@appeer.org.uk).

If a Participant is absent without explanation, a representative of Appeer will contact the Adult Participant or the Representative to check where the Participant should be.

Persistent non-attendance may result in a Participant's place being withdrawn, e.g.: non-attendance at two consecutive Programme Sessions, or 50% of Sessions over three months; or non-attendance for two consecutive booked Sessions or at less than 50% of booked Sessions over a period of three months.

## **ARRIVALS**

All participants must try to arrive on time and stay for the duration of a Session if possible.

All arrivals are recorded. Where appropriate, headcounts are taken regularly during the Session.

## **DEPARTURES**

Participants or their representatives must let staff leads know they are leaving at the end of each Session.

Participants must be collected by the Representative designated on their application form.

In exceptional circumstances, where the Representative is unable to collect the Participant, they must inform Appeer in advance of the change in collection arrangements together with a description of the person collecting the Participant and a password they will use.

Participants over the age of 12 will only be allowed to leave unaccompanied when the Session ends provided that the Representative has discussed this in advance with Appeer and provided their written confirmation of this arrangement.

## **DELAYED COLLECTION**

Representatives must contact Appeer if they are delayed for collection. If no contact is made, Appeer will contact the Participant's emergency contact.

Where a Participant has not been collected, a member of Appeer staff will wait with the Participant. Please note, the Participant will not be allowed to leave with anyone other than those named on the registration form, without prior written permission from the Representative as outlined in 5.3 above.

Persistent late collection will result in additional charges and/or refusal to accommodate Participants in future Sessions.

## **APPEER RIGHT OF REFUSAL**

In the event that in the sole opinion of Appeer, a Session or a Programme is having an adverse effect on the physical, emotional or mental health of a Participant or those involved in the Session or Programme with the Participant, Appeer reserves the right to remove the Participant from the Session or Programme or to refuse the Participant entry onto a subsequent programme. Appeer will use its best endeavours to give as much notice as possible, discreetly and with sensitivity.

## **APPEER SESSIONS ONLINE**

Participants in Appeer Sessions online must have up-to-date computer protection and meeting software (usually Zoom) and to have tested it in advance of any Session. Support for this should be accessed using the software's own help facilities.

Online Session call details, including meeting IDs and passwords, will only be sent to Participants (or their Representative if they are under 18) who have booked and been verified. These details must not be shared with third parties.

Online Session Participants must use the names given at point of booking and will only be admitted after Appeer staff verifying their identities. Participants whose identity cannot be verified will be removed from the Online Session.

During Online Sessions for minors, Representatives must be in the near vicinity of Participants during Sessions and should be supervising them.

Online Parent/Carer talks are for adults only; children and young people should not be within earshot. Those taking part in such talks must engage in appropriate behaviour and wear appropriate dress for Sessions and may be removed from the Session if they are not.

Any resources provided for Appeer Online Sessions will only be sent to Participants who have booked the Session at least 2 days prior to the event.

Mobile phones should not be used during events or talks, other than to participate in the Session itself.

Recording of events, including taking photos, audio or video recordings, is prohibited unless specific permission is given by Appeer.

All Appeer content, materials and event or talk plans are copyrighted and not to be shared in any way without the explicit permission of Appeer.

## **VARIATIONS**

Appeer reserves the right to unilaterally vary this policy from time to time. Any request to amend or vary this policy will require the written consent of Appeer.

## FOR FURTHER INFORMATION

If you have any questions or concerns about this policy, contact the CEO Jo Dilworth ([jo@appeer.org.uk](mailto:jo@appeer.org.uk)).

<b>ATTENDANCE, ARRIVAL AND COLLECTION POLICY</b> <b>Version No: 1.5</b>	
Summary:	Our policy to clarify the booking of, payment for, attendance of and the cancellations process relevant to our Sessions and events.
Policy Owner:	Paige Sinkler
Author:	Jo Dilworth
Target Audience:	Participants, potential Participants and their Representatives, Staff and Volunteers
Approved and Ratified By:	Cathryn Jagger
Version Date:	19 <sup>th</sup> March 2024
Date of issue:	20 <sup>th</sup> March 2024
Next Review Date:	20th March 2024 or earlier if changes in programmes or legislation.

<b>Change Record</b>				
Date	Author	Version	Page/s	Reason for Change
10 June 2021	Jo Dilworth, CEO	1.1	Changes throughout the document to reflect restarting of in-person sessions.	To accommodate restart of in-person sessions.
6 January 2022	Jo Dilworth, CEO	1.2	Throughout	To accommodate new teen and women's groups and changes to the admissions process and attendance T&Cs.
9 September 2022	Jo Dilworth, Co-CEO Paige Sinkler, Co-CEO	1.3	Throughout	In response to solicitor review and for consistency with other policies, procedures and General Terms & conditions
30 September 2022	Paige Sinkler, Co-CEO	1.4	Pages 1 and 2	To add text about belongings, emergency contacts and absence notification
19 <sup>th</sup> March 2024	Jo Dilworth	1.5	Throughout	Changes in role