



ATLANTIC RACQUET CENTRE (ARC) GROUP COACHING SESSION POLICIES

The following policies, conditions and procedures apply to all group coaching sessions taking place at the centre across all racquet sport and fitness activities.

Under 18 Toilet Breaks

Due to the nature of our building many sessions will take place a long distance from the toilet facilities where it is not possible for the coach to keep participants under supervision whilst continuing the session. For safeguarding purposes and the protection of children from abuse it is essential that participants aged under 18 remain under the supervision of an ARC coach or their parent/guardian for the duration of the session. This policy provides a clear procedure for how toilet breaks should be taken during coaching sessions for those under 18.

- Participants under the age of 18 who wish to go to the toilet during their session may only do so under one of the following supervisory conditions which should be used by preference in the following order:
 1. Under the supervision own parent or guardian.
 2. Under the supervision of an ARC approved and DBS checked coach or coaching assistant.
 3. At the halfway point of the session, at which point the whole group will attend the toilet facilities accompanied by the coach.
 4. With the ARC approved and DBS checked coach who is leading the session. The lead coach will ask a coach leading a neighbouring activity to monitor the rest of the group as well as their own whilst the coach is off court.
 5. With the ARC approved and DBS checked coach who is leading the session. They will be sure to stand in a position where they can see both the toilet door and the rest of the group – this should be the last resort but must happen if none of the above steps are possible.

Any ARC Coach, coaching assistant or volunteer who takes a child to the toilet will follow the following procedure:

1. Check that the toilet room is empty of other customers before allowing the child to enter

2. Complete a head count before allowing children to enter
3. Position yourself in a place where you can ensure nobody else enters to the toilet room whilst avoiding not being alone with the child in a private space
4. Complete a head count before leaving the toilet area to ensure everyone is out

Session Capacity and Coach Ratio's

- Sessions for participants aged 3 – 8 years or participants with special requirements will comply to a coach to player ratio of 1:6
- Sessions for participants aged 8 years and above will comply to a coach to player ratio of 1:8
 - In unavoidable circumstances such as coach illness or sudden absence these ratios may not be met.
- All sessions will have a maximum number of places. This will vary and will be based on the number of coaches and facilities allocated to that session.
 - Example: An adult session with one coach will have a maximum of 8 participants. An 8 & under session with 2 coaches will have a maximum of 12 participants.
- All sessions will have a minimum number of places that are required to be filled in order for the course take place. This will be based on the associated costs of running the session in terms of court hire, coach costs and equipment costs.
 - If a course is cancelled due to it being below the required number of participants the player will be offered to transfer to a new session.

Adverse Weather

'Adverse weather' refers to any extreme weather condition that may pose a risk to the health and safety of the participants involved.

- In the event of extreme and adverse weather conditions sessions which take place outdoors may be cancelled.
- The decision to cancel a session will be at the discretion of the coach leading the session and will be based entirely on the health and safety of the participants.

- Coaches will aim to contact all players via email no later than 60 minutes before the session to inform them if a session is cancelled due to adverse weather.
 - If however the weather conditions change and become adverse less than 60 minutes prior to the session the coach leading the session will greet players at their arrival time to inform them of the cancelled session
- All cancelled sessions will be rearranged at a later date usually at the end of a half-term.
 - If a session cannot be rearranged, or if a rearranged session is itself cancelled, a refund/credit for the cancelled session will be given.

Session Movements

A session movement refers to the progression of a participant to a higher or lower standard/skill level session. It does not refer to a player changing days or times within the same session category.

- All sessions and potential session movements will be discussed by the coaching team at regular meetings.
- If it is deemed appropriate for a participant to move sessions they will be contacted directly by the coaching team and invited to progress to another session.
 - Players should remain in their current session category until advised otherwise by the coaching team.


Session Hopping

"Session Hopping" refers to a participant attending or requesting that they attend another day/time session as they are unable to attend the one they have booked. Or a participant who is not booked onto a course attending or requesting that they attend a one-off session without paying for the full term. This policy applies only to termly payment/direct debit payment sessions and does not apply to pay & play sessions.

- Session Hopping of any kind is not permitted in any of our termly payment sessions.

- This is because it is deemed unfair on those who have paid the full termly price for the session and miss sessions due to unavailability.
 - It can also have a detrimental impact on the experience of others in the session when a player dips in and out.
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- If a participant books onto a course and then finds they are unavailable for some of the sessions they may permanently transfer their booking to a different course if there is space.
 - If a participant is unable to attend a specific date of their course, they are not permitted to send somebody else to attend the session in their place. This is also deemed as 'session hopping'.

This Policy is recommended for approval by:

Signed: 

ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed: 

Club Welfare Officer: Tish Shere

Date: 12/04/2024