

Conditions of Use for Children and Young People Activities

These Conditions of Use apply to the activities delivered by Newport Live for children and young people and include:

- Holiday Activities
- Cycling Sessions
- Coached / Instructed activities
- Junior Gym sessions

Payment and Confirmation

1. Newport Live accept payment by credit/debit card and cash. Full payment must be made at the time of booking.
2. Newport Live requires full payment to confirm or provisionally hold places. Bookings made over the phone will not receive written confirmation, but a receipt can be obtained from the Reception/Box Office upon request. Online bookings will receive a confirmation email.
3. Booking for a childrens activity must be made from within the Childs account who will be attending the activity session.

Cancellations and Refunds

1. Parents/Guardians should inform Newport Live Customer Service (at 01633 656757 or customerservice@newportlive.co.uk) or visit any Reception/Box Office desk as soon as possible if their child cannot attend a scheduled session due to illness or injury.
2. Cancellations made outside of 24 hours before the scheduled activity will be eligible for a refund.
3. Cancellations made within 24 hours of the scheduled activity can be transferred to another time/date or replaced with an activity voucher. No refunds will be given for cancellations within 24 hours.
4. Newport Live may cancel sessions due to unforeseen circumstances. In such cases, customers will receive a refund or credit for the cancelled period only.

Changing your Booking

1. Bookings can be transferred to another time and date up to 24 hours before the scheduled activity.

Unaccompanied Children

1. Children aged 8 and over may use Newport Live facilities unaccompanied. However, Newport Live recommends that children up to the age of 16 be accompanied by an adult.
2. Children under the age of 8 must be accompanied by an appropriate adult to each session. In most cases, the parent/guardian must remain on-site for the duration of the activity.

3. Written consent is required from a parent/guardian if they permit their children to walk alone to and from the activity or if another adult is authorised to collect their child on their behalf.
4. Children under the age of 17 who are “Looked After Child” and under the care of the local authority, must always be accompanied to the activity sessions.

Drop off and collection of children for those activities where parents/guardians are not required to remain on site

1. Parents/guardians must drop off children at the stated time of the activity and collect them at the end of the activity. Children cannot be dropped off before the designated start time.
2. It is the responsibility of parents/carers to ensure that children arrive safely at the session.
3. Parents/guardians must accompany their children to the activity, sign them in at the start and end of the sessions.
4. If a different adult is to collect a child, the person dropping off the child must inform the session leader and note it on the session register.

Late pick up of children

1. The start and finish times of activities will vary, and parents/guardians will be informed at the time of booking.
2. Prompt collection is essential. If you are unable to collect your child at the designated finish time due to unforeseen circumstances, contact Newport Live at 01633 656757.
3. Appropriate supervision will be provided whilst your child waits to be collected.
4. Newport Live reserves the right to refuse future bookings from parents who consistently pick up their children later than stated.

Available Dates and Activities

1. Activity information is accurate at the time of printing. However, sessions may require changes, and parents/guardians will be notified through the provided telephone numbers/email addresses.
2. Updated information will also be communicated through Newport Live's social media channels and website.
3. To note: Programmes are subject to change in the event of major event bookings, adverse weather conditions or circumstances beyond our control.

Insurance

Newport Live is covered by Public Liability Insurance.

Health

1. Parents/guardians are requested to keep their child home if they are ill or infectious.
2. Staff will only administer medication if it has been prescribed by a doctor or other health professional, and consent has been given through the Administering Medication Form, which can be accessed from the session leader.

First Aid

1. Newport Live have fully qualified first aid staff on site. In the event of an accident, first aid will be administered and emergency services will be contacted if necessary.
2. Consent for medical treatment will be obtained through the Children's Activity Registration form. Parents/guardians will be informed of all accidents.

Photography and video

1. Parents may take photos and videos of their own child within certain areas of the Newport Live facilities.
2. Before doing so, they must complete a Use of Photographic Equipment Form available at the main Reception / Box Office desk.
3. Filming and photographing children who are not your own is not permitted.

Mobile Phones and Electronic Devices

1. Children are discouraged from bringing electronic devices to their activity sessions. Access to electronic devices such as iPads and mobile phones is not allowed during the activity session.
2. Newport Live staff cannot be responsible for personal possessions, and this also helps safeguard children.
3. Device-free zones exist in all Newport Live facilities, and within these areas devices should be kept in bags or pockets.

Personal possessions

1. Parents/guardians are advised not to allow children to bring personal possessions to the sessions as Newport Live cannot accept responsibility for loss or damage.
2. Children should only bring a small amount of money for purchasing refreshments during the day. Staff cannot be responsible for any money.

Specific Needs

1. Newport Live is committed to inclusivity and holds the Silver Award under the Disability Sport Wales - Insport accreditation scheme.
2. As much as Newport Live would wish every child to participate in the Children's Activities, we acknowledge that on some occasions we may not have the expertise or facilities to accommodate all needs.
3. Parents who believe their child requires specific support to participate in an activity should contact Newport Live at their earliest convenience, to assess the child's needs and the availability of support. Confirmation of this availability of support should be sought with each subsequent booking.
4. Newport Live accepts the Hynt card for those who wish to attend performances at the Riverfront Theatre. If you or someone you care for has an impairment or specific access requirement, they may be eligible for a card. To find out more click [here](#).

Data Protection

1. We take your data security seriously and will never sell or swap your details with third parties except where required to do so by law or with your consent. You can withdraw your consent to be contacted for marketing purposes at any time by calling 01633 656757 or email customerservice@newportlive.co.uk.

2. Information about how we protect and use your personal data is set out in our privacy policy click [here](#) to view.

Childcare Vouchers

Childcare vouchers are not accepted as part or full payment for Newport Live activity sessions.

Behaviour management

1. Newport Live aims to ensure all children benefit fully from the activities.
2. Unacceptable behaviour will be identified and addressed positively, considering each child's individual needs.
3. In exceptional circumstances, a child may be excluded, and no refund will be issued for attended part sessions.

Clothing

1. Children should wear appropriate clothing and footwear for the activity they are participating in.
2. Suitable outdoor wear is recommended for traveling to and from the activities.

Personal Care

1. Parents are requested to provide up-to-date information about their child's needs, including medical conditions, dietary requirements, behavioural issues, social needs, and special needs, at the time of booking.
2. Newport Live reserves the right to restrict entry or request children are collected early should lack of information requested, result in the inability to look after/support any child appropriately.
3. To minimise medical issues, children attending day long activities should not exchange food, sweets or money unless they are siblings and with parental consent.
4. Parents/guardians are responsible for providing suitable safety cover for their child/ren during inclement weather, such as hats and suncream for hot days. Staff are not permitted to apply suncream to child/ren. It is recommended that it is applied before the session. Child/ren will be permitted to apply suncream themselves during the day.

Free Swim card

Those Children participating in a Free Swim session, a Free swim card must be presented to access the session. If the card is not available, payment must be made for the activity or a replacement card can be purchased at Reception.

Parental Feedback / Comments / Suggestions / Complaints

Newport Live welcomes feedback, comments, suggestions and complaints about the Childrens Activities. Parents/guardians and children are encouraged to provide both positive and constructive feedback. Contact Newport Live at customerservice@newportlive.co.uk or call 01633 656757 for further assistance.