



A Parent's Guide To Super Star Sport After School Clubs



Thank you for signing your child up to our Super Star Sport After School Club Programme this term!

➤ SEE INSIDE OUR CLUBS:

Get ready for non-stop fun and action! Our after school clubs are all about getting active, making new friends, and having a blast - all while staying safe and learning new skills. Every session is packed with energy, excitement, and opportunities to shine!



➤ YOUR OPINION MATTERS:

Share your thoughts and experiences with other parents on TrustPilot. Your feedback helps us create an amazing experience for everyone!

Leave a review



What should my child bring?

As your child will be active and running around for most of the club, they will need to bring the following:

- ★ **A refillable bottle** – Water is available at all our sites.
- ★ **Healthy snacks** – Before the club begins there is an opportunity for your child to eat a snack if they are hungry, we encourage healthy snacks such as fruit however this is not a requirement.

All Super Star Sport After School Clubs are nut allergy aware. Please avoid sending your child to the club with nuts or any items that could contain nuts. Thank you for helping us keep children safe!

- ★ **Clothing** – Given the changing nature of the weather, please ensure that your child brings appropriate layers, gloves and hat, a waterproof jacket and a change of clothing.
- ★ **Asthma/Epipens** – If your child suffers from asthma or allergic reactions, please make sure you have told us when booking and provide a pump/epipen each week your child attends the club.

What NOT to bring?

- ★ Please avoid bringing any nuts or items containing nuts.
- ★ Mobile phones, tablets and all other electronic items - we will be too busy to need them! The only exception is if your child is in Year 6 and walks home alone.
- ★ Sports equipment - we will provide this.
- ★ Any valuables, such as watches or jewellery.

What should my child wear?

Get ready to move, groove, and play! For all the running, jumping, and fun, we recommend your superstar wears loose, comfy clothes that let them shine! Don't forget the right shoes - because you can't score that winning goal in sandals!

Weather always likes to surprise us, so pack those layers! A warm jacket for the chills, gloves for chilly fingers, and a change of clothes if you feel this is required.

And when the sun's out? Don't forget the shades, sun hat, and sunscreen to keep your little one cool and protected while they enjoy the sunshine!



What happens if my child has a medical condition or additional needs?

Your child's safety and experience are our top priority! Please let us know about any medical conditions or needs during booking so we can plan ahead. If medication is required, complete the 'Administering Medication Form' before the first week and ensure any necessary items like epipens or inhalers are brought to the club. You can request the aforementioned form via email at info@superstarsport.co.uk

Rest assured, all information is kept confidential. We pride ourselves on inclusivity, so we'll do everything to make sure your child has an amazing time!

Make sure all medical information is accurate when booking to help us ensure their safety and enjoyment.

What happens if my child has an injury?

Rest assured, your child is in safe hands! All of our Super Star Sport team members are fully trained in first aid and will care for any minor injuries on-site. We'll fill out an injury report and share it with you when you pick up your child, so you'll know exactly what happened and how it was handled.

In case of a more serious injury or if your child feels unwell, we'll contact you immediately by phone to keep you informed and ensure your child's wellbeing.



What if my child's behaviour is inappropriate?



At Super Star Sport, we celebrate positive behaviour and always strive to create a fun and respectful environment for everyone. If inappropriate behaviour happens, we address it calmly and fairly.

For serious or repeated issues, we'll be in touch with you. If the behaviour continues, we may need to cancel your child's spot in the club to ensure the safety and enjoyment of all participants. Unfortunately, in such cases, refunds won't be provided.

If we do reach out regarding your child's behaviour, we kindly ask that you collect them as soon as possible.

If your child has any specific needs or additional support requirements, please let us know - we're committed to making sure every child has an awesome time!

All information shared with us is treated with complete confidentiality.

What happens when I collect my child?

At the end of each session, your child will be safely dismissed from a designated collection point at the school. Our coaches will release the children one at a time to ensure everything runs smoothly and securely. We appreciate your patience, especially during the first few sessions as everyone settles in!

If someone else needs to collect your child, like a family member or childminder, please let us know in advance via phone or email so we can make sure they are handed over safely.



What happens if I am running late?

We understand that sometimes things happen, and you may be running a little late. No need to worry! Just contact Super Star Sport and let them know as soon as possible. It's always appropriate to also contact the school office to make them aware. If you're unsure who to contact, please refer to the "Contact Us" page for the correct number for your area.

Please note that due to staffing, there may be a small charge for delays longer than 15 minutes after the scheduled collection time.

Contact Your Local Branch

Need to get in touch? Contact your local Super Star Sport branch using the details below. We're here to help with any questions or information you need!



Hertfordshire:

☎ 01992 766 707

Colchester and Braintree:

☎ 01992 766 707

Loughton, Harlow, Epping, and Waltham Abbey:

☎ 01992 766 707

Outer East London, Barking & Dagenham, Havering & Redbridge:

☎ 07535 117 571

West London, Berkshire, and surrounding areas:

☎ 01895 204 885

Midlands:

☎ 01163 971 176

Oxford:

☎ 01163 971 176

South Yorkshire:

☎ 07437 068 637

Cambridge:

☎ 07852 586 093

West Yorkshire:

☎ 07359 431 480

North London and East London:

☎ 01992 766 707

Mansfield:

☎ 07877 188 031

Ingatstone Junior School and Merrylands Primary School:

☎ 07535 117 571

Chelmsford, Basildon, Brentwood, Southend & Thurrock:

☎ 01708 607 660

St Ursula's Primary School, Benhurst Primary School & La Salette Primary School:

☎ 01708 607 660

East Essex:

☎ 01708 607 660

Watford, North West London, Borehamwood, Rickmansworth, Abbots Langley, Bushey:

☎ 07719 056 542