



Registration & Booking Procedure

1. Policy Statement

This Registration & Booking Procedure sets out how **Elite SF** manages the registration, booking, and attendance of children at all sessions, clubs, camps, and activities. This procedure is written in line with safeguarding and welfare expectations consistent with Ofsted requirements, data protection legislation, and recognised best practice.

Elite SF is committed to ensuring accurate records, secure data management, and clear communication with parents and carers to safeguard children and support operational efficiency.

2. Scope of the Procedure

This procedure applies to:

- All children attending sessions, clubs, camps, and activities
- Parents, carers, or guardians responsible for children
- Coaches responsible for registration, booking, and attendance management

3. Key Principles

- Accurate registration and booking information is essential for safeguarding
- Children must only attend sessions for which they are registered
- Clear communication and consent from parents/carers is required
- Data will be stored securely and confidentially in line with GDPR

4. Responsibilities

Management Responsibilities

- Ensure all registration and booking systems are secure, accurate, and up to date
- Maintain records of children, emergency contacts, and medical information
- Monitor attendance and follow up on any unexplained absences

Coach Responsibilities

- Ensure all registrations and bookings are completed accurately

- Collect and record relevant information including allergies, medical needs, and consents
- Update records promptly when changes occur
- Report concerns or discrepancies to management

5. Registration Procedures

- Parents/carers must complete a registration form prior to a child attending any session
- Registration forms include:
 - Child's full name, date of birth, and address
 - Parent/carer contact details and emergency contacts
 - Medical information, allergies, or special needs
 - Consent for photographs, first aid and suncream
 - Consent for media and online communications if applicable
- Forms are signed, dated, and stored securely

6. Booking Procedures

- Bookings are primarily made via the online system at eliteskillsandfitness.com
- Payment options include:
 - Standard online payment (card, PayPal, etc.)
 - Tax-Free Childcare and Childcare Vouchers, where sessions are run at Ofsted registered venues
- Confirmation of booking will be sent to parents/carers including dates, times, and any specific requirements
- Coaches will monitor booking capacity to ensure safe ratios for coach to child, 1 – 15.

7. Attendance Management

- Registers will be taken at the start of each session
- Any absent children not notified in advance will be followed up promptly
- Accurate attendance records are maintained to support safeguarding, emergency procedures, and inspections
- Children will only be released to authorised adults named in the registration form

8. Data Protection & Confidentiality

- All registration and booking data will be stored securely
- Access is restricted to authorised staff only
- Personal data is processed in line with GDPR and relevant privacy laws
- Records will be retained in accordance with legal and Ofsted guidance

9. Communication with Parents/Carers

- Coaches will provide clear information about registration and booking processes
- Updates to bookings, cancellations, or special instructions will be communicated promptly
- Parents/carers will be informed of any issues regarding attendance or safety

10. Safeguarding Considerations

- Registration and booking information supports safeguarding and emergency procedures
- Accurate records ensure children are only released to authorised adults
- Coaches are vigilant for any safeguarding concerns that may arise during registration or attendance

11. Policy Review

This procedure will be reviewed annually or sooner if:

- Ofsted guidance or legislation changes
- Operational changes occur
- Incidents highlight the need for review

12. Declaration

All coaches, volunteers, and parents/carers must read, understand, and agree to comply with this Registration & Booking Procedure.

13. Acknowledgement and Acceptance (BrightHR)

All self-employed coaches and contractors engaged by Elite SF are required to read and acknowledge this Policy Breach Procedure, along with all associated policies, via the BrightHR system (or equivalent compliance platform used by the business).

Acknowledgement via BrightHR constitutes confirmation that the individual:

- Has read and understood the contents of this procedure

- Agrees to adhere to all company policies and standards
- Understands the consequences of policy breaches as outlined

Failure to complete policy acknowledgement may result in:

- Suspension of work allocation
- Removal from scheduled sessions until compliance is confirmed

The business reserves the right to rely on digital acknowledgement records as evidence of acceptance of terms and expectations.

Adopted on: 29th December 2025

Signed on behalf of Elite SF: J. Bartram

Date for review: 29th December 2026