



Mutual Expectations

This document is intended to outline the mutual expectations of The Magic Club and parents/carers, to ensure we are, at all times, prioritising the safeguarding of all of our members.

As a parent/carer you can expect the Magic Club to:

- Provide a safe venue from which to deliver our programmes and risk assess all activity outside of The Magic Club premises
- Act always in such a way as to promote and safeguard the well-being and interests of young people and colleagues.
- Ensure all relationships with young people are strictly professional
- Adhere to our data protection policy
- Adhere to our equality and diversity policy
- Provide activities which encourage your child to grow, learn and have fun
- Celebrate your child's achievements with themselves, their peers and you
- Share with you any concerns we have about your child in line with our data protection and confidentiality policies
- Encourage your child to stay within the venue during our specified operating hours. We will never physically restrain your child, unless they are a risk to themselves or others, so if they decide to leave the venue we will contact you using the contact details you have given

As a parent/carer The Magic Club expects you to:

- Be contactable, or assign a new emergency contact, at all times your child is with us
- Inform us of any medical conditions, ESB challenges and any allergies your child may have
- Tell us about any changes to the information you have given us as soon as possible
- Collect your child at the end of each session in a timely manner (unless you have given written permission for them to walk home unaccompanied)
- Let a member of staff know at the beginning of each session if someone other than the authorised persons as detailed on the membership form, will be collecting your child
- Celebrate the achievements of your child whilst at the Magic Club
- Support us to ensure your child shares our value of 'Respect' at all times when with the Magic Club