

**Can you tell me about the staff who will work in the Summer Schools?**

Footlights staff teams are qualified to at least degree standard and have a background in performing arts. The majority of our staff have worked professionally in the industry and also teach at our Saturday schools. Staff receive ongoing training in various aspects of child supervision and care, including behaviour management, child protection and activity delivery. The average time a tutor is with Footlights is three years, so our staff retention is excellent.

**A typical day**

Our core hours are 9.30am- 4.30pm where lessons take place in acting, singing and dance as well as some 'art hours' which involve making the sets. Children are split into age groups however if we have best friends or siblings together and they want to stay together then we can accommodate this if the gap is no more than three years. Each day the children will be involved in a warm up, workouts and everything in between, learning lines, routines and songs, with several different tutors, each activity lasts 45 minutes to an hour and then is swapped to something new to keep them engaged and of course learning at an optimum. We guarantee they will be exhausted at the end of the day.

**What if my child doesn't make friends?**

We do our utmost to encourage children to get to know each other, we tailor our drama warm up sessions in the mornings so that children have the opportunity to find out information about each other too. Sometimes children like to be on their own more than others, please don't worry if your child is like this if there are no other signs of anything to worry about. If your child enjoys being on their own at breaks we suggest that during break times they sit with other children but they can have 'time out' from the others. We don't encourage electronic devices of any sort as this give children time away from screens and an opportunity for physical play and building relationships with their peers.

**What if they are not enjoying it?**

If your child loves performing or shows an interest in the performing arts we are sure they will feel right at home with Footlights, however we wouldn't want any child unhappy so of course you are entitled to remove your child at any time within reason. Unfortunately deposits and fees are non-refundable but if you have booked more than one week we will refund you the following weeks minus the deposit. Don't be alarmed though if after the first day your child says they are 'not sure' if they like it, it takes some children longer to settle and find their way, think about the courses you have been on where it takes you a day or two to settle in or when you start a new job. It's perfectly normal however to be cautious and of course worry about your child but do try and be rational and objective and let time speak for itself.

**Will they be engaged?**

Absolutely! We plan sessions everyday to keep all the children stimulated, most children who enrol at our summer camps do so because they have an interest in performing and or they love the theme of the week. Our staff are trained on delivering high quality lessons in

performing arts and we have a very high retention of staff and returning children, so we think we have the balance right.

### **What skills do they learn?**

They will learn all aspects of acting, singing and dancing, improve on existing skills and learn new ones. If your child has never done any performing arts before this is such a great way of introducing them to the theatre and stage. They learn so much more than performing arts at Footlights skills such as; teamwork, socialisation, friendships as well as technical skills for example timing, comprehension (learning lines, analysing scripts building characters) how the body works, how to use their voices correctly, how to prepare for a show or a deadline, discipline, respect and above all how to have fun away from the school desk or screen. They are also mixing with likeminded children all day long which is what a lot of our regular children enjoy the most.

### **How do the teachers know who my child is?**

Our teachers take the time to get to know each child individually in a group setting, they ask questions and encourage children to talk about themselves in a structured forum, each time they deliver a drama session they get to know a little bit more about your child, this helps build up a profile and your child will feel more relaxed with us, and feel like they are valued. We take pride in building relationships with not only your child but you too, as this is often is the key to quality teaching and learning.

### **Do you post updates on my child and the class on social media?**

Yes, we love social media so you can see your child's progress and also up to the minute videos of classes, of course we will absolutely respect your wishes if you choose not to have your child on social media. We do have over 20 Footlights staff per day checking our social media to ensure we have the right viewers, but of course the decision is yours.

### **Who supervises lunch and breaks?**

The staff often sit in the same room as the children for lunch and we organise activities such as pop quizzes, film sessions and chill out games, please be assured they are always in our care.

### **Can my child bring their phone?**

Your child can bring their phone, but this is at your own risk, Footlights cannot be held responsible for any damages or loss to personal property. If you do want your child to bring their phone, we suggest handing it to us on arrival and we will put it in our office for safe keeping. We understand it's the 21<sup>st</sup> century and lots of kids have phones, however this can sometimes cause you the parent or carer distress if you they 'text ' you they are not happy, as very often two minutes later they are gloriously happy with a new friend! Ask yourself the questions – is my child allowed their phone in school? Have they been ok all day without it?

### **Is there a first aider?**

Yes there is at least one qualified first aider at each centre.

### **What if my child has an accident?**

You will be notified within minutes by phone if your child has a head injury, for minor cuts and grazes our first aider will deal with it and will complete an accident form which you will be given a copy of when you come to pick your child up. For major incidents 999 will be called immediately and then of course you will be called.

### **What if my child feels unwell?**

If your child feels unwell our first aider will talk to them, do a risk assessment and check them for signs of a high temperature and dehydration, our protocol is that we give the child 'time out' and a glass of water and or dry biscuit and monitor them, if this continues for more than an hour we will call you to discuss.

### **What about lunches and breaks?**

The children have two breaks one in the morning and afternoon and an hour for lunch. Please ensure you pack them a refillable drinks bottle, plenty of healthy snacks and a packed lunch, we can provide hot water for pot noodles and in some cases warm food up. Its along day and they do get hungrier than usually but lots of healthy breads, crackers and fruit should see them through. NO NUTS allowed on any of our sites.

### **What does my child need to bring on the day?**

- Footlights do not provide food at our holiday clubs. A healthy and nutritious packed lunch is required.
- **Please note: all Footlights Holiday Schools are nut-free zones.**
- Please also bear in mind that refrigeration is minimal at our centres, but not impossible!
- Packed lunch recommendation: non-fizzy drinks, fresh and non-processed food such as fruit, vegetables, wholemeal bread and biscuits, raisins, natural yoghurts, crackers as well as ice packs, frozen gel or frozen juice drinks.
- Drinking water is always available.
- We recommend packing according to our unpredictable English weather. On any given day this should include sun cream, sun hat, waterproofs and warmer clothing.
- We would also suggest clothes that you don't mind getting messy due to our outdoor play philosophy and art & craft activities.
- Please ensure **all items brought to Footlights are clearly labelled**. Please ensure children do not bring any valuable toys or belongings with them as Footlights cannot be held responsible if they go missing.

- All tablets, phones, games will only be allowed at lunchtimes (not break ) and these are brought in at your discrepancy and Footlights cannot be held responsible, nor can any other child.

### **How does drop off and collection work?**

- Footlights offers flexible collection and drop-off for wraparound children between the hours of 8.30am and 9.30am and 4pm and 5.30pm. Please note however that extended day registration closes promptly at 5.30pm; there is a charge of £5 per 15 minutes for collections made after the advertised session end time.
- The standard day runs from 9.30am till 4.30pm. Registrations will open at 9:15 for this session and we encourage registering no later than 9:25am.
- We operate a secure drop off and collection system. A parent/guardian must sign all children in/out each day.
- If there are any changes to your contact details since last attending an Footlights holiday club or any medical updates, please ensure this is communicated to head office AS well as to the staff at the venue.

### **Can my child be in the same group as a friend, brother or sister if they are different ages?**

Footlights Holiday Schools have activities suitable for all ages and we are able to accommodate mixed age groups for most activities. Therefore, if your child would like to be grouped with friends or family we will accommodate as best we can.

### **What happens if someone else needs to pick up my child?**

Only the people you write on the register on the day can pick your child up. They will also need to bring photo ID.

### **My child is going to be absent or I need to cancel a session, what should I do?**

- If you have paid in full you will receive full refund minus the £25 non refundable deposit if you give us at least 7 days' notice, less than 7 days' notice will be charged at the full rate.
- We are however able to swap Holiday Session days to alternative dates within the same holiday period as long as we have 7 days' notice and availability.

### **What if my child requires medication whilst at the holiday school?**

Footlights can only administer prescribed medication. Please ensure you hand any medication required to the assigned member of staff with a Permission to Administer Medicine Form. Footlights Head Office can email this form to you prior to your child attending. If your child requires regular medication, we recommend you supply Footlights with extra medication which can be stored at the school to avoid regular transfer of this medication. Please do not forget to collect any medication from us at the end of the holiday.

### **Is there a booking deadline for Holiday School sessions?**

Subject to availability and sufficient staffing levels, Footlights can take bookings right up until the school is due to start as long as you have registered onto our online system. All children must be booked with their place confirmed by the system before attending. If

your child attends the holiday school without a prior booking, we may have to turn them away depending on availability of places for that day.

**How do I know if you have available spaces?**

You can look at availability on our website or email us.

**Do I have to book the whole week/month/holiday?**

No but as we are working towards a show each week it is beneficial for your child's development, friendship groups and their own progression to do a full week, but if this isn't possible then the charge is £25 per day.

**What if I need to cancel my booking?**

Please do email head office, if you want to change, move or cancel a booking, We cannot refund £25 deposit but we can put it towards another week.

**What shall I do if someone else is collecting my child?**

Your child will not be able to leave with anyone that is not listed on your account as a collector. You can add in people by logging in to your account and selecting my children and collector. Don't forget to save this and add the person for each of your children.

**I only booked one day at a time, can I extend it?**

Yes of course, just email us at [info@footlightstheatre.co.uk](mailto:info@footlightstheatre.co.uk) and we will add your child to the register.