

# Frequently Asked Questions



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**QU: Will Monmouthshire Leisure Centres be running The Monmouthshire Games throughout every school holiday?**

**A: Yes.** The Monmouthshire Games will be delivered throughout the four leisure centres, for ages 5 years to 12 years every holiday period.

We are committed to delivering The Monmouthshire Games during February Half Term, Easter, Whitsun Half Term, 5 weeks of the Summer, October Half Term and Christmas 2017.

**QU: How much does each day cost and what are the times of day?**

**A:** The Monmouthshire Games will start at **9.00am** and finish at **3:00pm**. There will be additional activities before and after The Monmouthshire Games available through, **The Monmouthshire Games PLUS (8:00-5:00pm)**.

## The Cost of The Monmouthshire Games Are Detailed Below

The Monmouthshire Games (9:00-3:00pm)	Costs (per day)	Per Hour Equivalent	Further Information
Standard	£16.00	£2.70	-
Siblings	£12.00	£2.00	<b>The maximum discount will be £12 per day.</b>
Children in Receipt of Free School Meals	£12.00	£2.00	To receive your discount, each child <b>MUST</b> obtain a Passport to Leisure Card. To qualify please contact your nearest leisure centre direct. Passport to Leisure Cards <b>MUST</b> be obtained in advance and cannot be issued on the day to receive the discount. <b>The maximum discount will be £12 per day.</b>

The Monmouthshire Games PLUS (8:00-5:00pm)	Costs (per day)	Per Hour Equivalent	Further Information
Standard	£19.50	£2.16	-
Siblings	£14.25	£1.58	<b>The maximum discount will be £14.25 per day.</b>
Children in Receipt of Free School Meals	£14.25	£1.58	To receive your discount, each child <b>MUST</b> obtain a Passport to Leisure Card. To qualify please contact your nearest leisure centre direct. Passport to Leisure Cards <b>MUST</b> be obtained in advance and cannot be issued on the day to receive the discount. <b>The maximum discount will be £12 per day.</b>
Prepaid Monmouthshire Games PLUS (25% discount)	£14.25	£1.58	<b>To receive your discount you MUST pay for 10 days at the same time at a cost of £142.50.</b> The days will be added to your child/ children's Monleisure Card. You will still have to book individual days to secure your space on The Monmouthshire Games.

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**QU: What happens if I want to book The Monmouthshire Games PLUS, want to attend Breakfast Club, but not the After Games Club. Do I get a reduced rate?**

**A:** **No.** The Monmouthshire Games PLUS is a standard price £19.50, with discounts available for siblings or PTL card holders. This gives access from 8:00am - 5:00pm including both Breakfast Club and After Games Club. If a parent decides not to access either The Breakfast Club or After Games Club you will be entitled to sign your child out. Signing children in and out of the provision as per our site Normal Operating Procedure's.

**The latest registration for Breakfast Club will be 8:30am – after this point we can no longer issue breakfast.**

**QU: If I purchase a discount card, can I use the days on the card against more than one child to access The Monmouthshire Games?**

**A:** **No.** any pre paid cards that are purchased need to be done against each individual child on their own card. One card cannot be used for multiple children. However, any additional siblings attending The Monmouthshire Games or Monmouthshire Games PLUS will receive the discounted rate of 25% off any way.

**QU: I have booked in for The Monmouthshire Games but I need to extend this to The Monmouthshire Games PLUS on the day, is this possible?**

**A:** **Yes.** We will refund the original payment made and then process payment for the extended day. We would advise that this is notified to the leisure centre as soon as possible so staffing arrangements can be made in line with our ratios and procedures.

**QU: I have childcare vouchers. Will I be able to redeem my childcare vouchers for The Monmouthshire Games?**

**A:** **No.** The Monmouthshire Games is not a childcare provision and will not be registered with the CSSIW (Care and Social Services Inspectorate Wales). However, all staff are qualified and trained to deliver sport and physical activity sessions and will undertake Monmouthshire County Council pre-employment checks, including an enhanced DBS (Disclosure and Barring Service Checks).

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**QU: Where can I view the leisure centres Safeguarding Children and Child Protection Policy?**

**A:** The leisure centres adopt the same policy and procedures as all Monmouthshire County Council establishments and staff are trained to the appropriate levels. There is a statement of arrangements, clearly on display at each leisure centre, please take the time to read it, the duty manager is always on hand to provide you with any further information or answer any queries.

**QU: Will my children be swimming?**

**A: Yes.** As part of The Monmouthshire Games, we are trying to incorporate swimming and swimming activities for all children, **Every Day**. *For those attending Monmouth Leisure Centre, due to the pool being closed, we will find plenty of other activities to fill your day.*

**QU: What else will my children be doing?**

**A:** We have packed lots of fun activities, sports and games into the programme. Throughout the Monmouthshire Games, children will be able to try more than 35 different sports and activities (**ranging from Ultimate Frisbee, Dodgeball, Archery, Parachute Games, Seated Volley Ball, Crazy Golf, Dance, plus much more**).

One of the main features will be 'The Games', developed around last summer's Rio Olympic and Paralympic Games 2016 and the feedback from young people who participated in last summer's Monmouthshire Games. There will be a weekly opportunity for children to take part in The Games.

Each leisure centre will be competing against each other, so we expect you to practise your skills learnt throughout the week, ready to take part in The Games. There will also be weekly prizes, certificates and things to take home so all the family can get involved.

**QU: Do you require any specific information regarding my child attending the scheme?**

**A: Yes.** You **MUST** complete a registration form for your child/ children annually to access the programme. It is your responsibility to give us the most up-to-date information and sign and tick the relevant boxes on the registration form. We cannot be responsible for any information that isn't present on the form. The forms will be replaced on an annual basis. If you have previously attended during that year you will need to sign the original document to confirm contact details are still correct. New forms will be issued on an annual basis.

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We have an 'opt out' box on the registration form that you **MUST** tick if you **do not** want your child/ children to feature in any media and not to be photographed as part of The Monmouthshire Games. Again this is your responsibility to complete the registration form accurately.

Emergency contact numbers and pick up and drop off arrangements for your child/ children is paramount and you **MUST** complete this information on the registration form.

**QU: Tell me more about the Pre-paid option and 25% discount for The Monmouthshire Games PLUS.**

**A:** As a result of the positive feedback received from both parents and young people we have decided to extend The Monmouthshire Games for 2017 to include the same format for all school half term and summer holidays.

Therefore, we would like to offer a 25% discount for parents and carers who would like to 'bulk purchase' days for The Monmouthshire Games PLUS only. Following feedback from the summer's discount scheme, we have made the new discount scheme more flexible:

- Prepaid Monmouthshire Games PLUS – pay for 10 days at the same time (£142.50) and receive a 25% discount (£14.25 per day instead of £19.50 per day).
- No need to book all 10 days at once. The 'days' will be added to your child/ children's individual Monleisure card and you will be able to redeem the 'days' when you book in.
- The prepaid Monleisure card doesn't guarantee you a space on The Monmouthshire Games, you will still need to book in advance with the leisure centre of your choice.
- The 'days' on The Monleisure card are valid until March 31<sup>st</sup> 2018.

**QU: When will I be able to enrol my child onto The Monmouthshire Games?**

**A:** Enrolments can be made over the telephone but not online in the run up to each holiday period. In order to book over the phone a current registration form must have been previously completed. A registration form **MUST** be completed for all children attending The Monmouthshire Games. Unfortunately there will be no refunds for the cancellation of any enrolments. However, your child can transfer onto an alternative day if there is availability

For further information please contact your nearest leisure centre or email [sport@monmouthshire.gov.uk](mailto:sport@monmouthshire.gov.uk)

Abergavenny Leisure Centre 01873 735360	Monmouth Leisure Centre 01600 775135
Caldicot Leisure Centre 01291 426850	Chepstow Leisure Centre 01291 635745