



BABY
BALLERS

Coaching Workbook

[#LearnThroughPlay](#)





#LearnThroughPlay

Name _____

Date _____

Area _____



Welcome to the BabyBallers Coaching Manual

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BabyBallers Mission



At BabyBallers we believe that every child deserves to #LearnThroughPlay in a safe, fun and engaging environment surrounded by energetic coaches. We don't just kick footballs, we help build confidence, form friendships, start an educational journey, and have tons of fun. Our mission is to deliver BabyBallers Sessions to over 1 million children within the next ten years. We want to strive to deliver sessions that are both fun but developmental for our little super-stars with the wider view of preparing them for life at school and beyond. To enhance the community environment within our classes so that children and adults enjoy and can not wait to come back. We're here to convince the grown-ups that play is something every child, everywhere in the world can do. You want the children to feed off your joy and happiness in your classes. Learn through play encourages curiosity, sparks creativity, and inspires a lifelong love of learning. Children who play pick up all kinds of skills to thrive today and lay the foundations for a happier, healthier life. Sometimes all it takes is a little bit of imagination to spark children's creativity. A cone can become a hat, and a football to become a cannonball. These are all things that children love. If the children are enjoying themselves this will encourage them to want to return to your class. Children develop essential skills that'll last a lifetime at BabyBallers that also include making memories and we want them to remember the fun they had in class and with their coaches.

Thank you

BabyBallers Mission

This Coaching Workbook is intended to give you a detailed overview of what is required from a BabyBallers coach and a BabyBallers session. Our aim is to help you increase retention and have the best coaches so your sessions run smoothly. This is why in this workbook we have included a coach assessment section, here you can assess your coaches on their performance from the moment they enter the hall, to tidying up after a session. This gives you confidence that your coach can run a session and you're able to give feedback to your coaches as well.

We have also included how to step up our hall, warm-up activities, session plans, birthday parties and more. Sparking your creativity for the BabyBallers classes.

This workbook will give you everything you need to get your classes up and running. To make it a bit easier for everyone we have videos and diagrams of how some of our games are run so you can watch as you go or study the diagrams, whatever works best for you. There are questions and pages to fill in throughout the workbook as well as pages to make notes as you go.

#LearnThroughPlay

In the first 1000 days of a child's life, a child's brain forms neural connections at a pace of at least 1,000 per second. However, recent indications are that the speed could be up to 1 million per second. These connections are triggered by rich, loving and protected environments, in the context of responsive and playful caregiving that foster bonding and secure attachment. Contributing to positive socioemotional development.

From the ages of 3 to 5 years children's language, social-emotional and cognitive skills are rapidly expanding. During this period, the stimulation and learning that comes from play, reading, singing and interacting with peers and caring adults at home and in quality early education settings are essential.

Play in the preschool years enables children to explore and make sense of the world around them, as well as to use and develop their imagination and creativity.

In our classes, play is one of the most important ways in which young children gain essential knowledge and skills. For this reason, we use a hands-on learning approach so we want to encourage parents to get involved to make memories and make a stronger bond with their child and create a safe and playful environment so that we contribute to child development.

This is a great time to bring out your inner child. Be silly, fun, charismatic and playful. We want the children to have fun by them having fun they will want to return to your class.



Check List

- ✓ **Footballs Pumped**
- ✓ **Correct and clean uniform**
- ✓ **Equipment organised and clean**
- ✓ **Put out footballs and goals**
- ✓ **Report broken items or flat footballs**

Club Process

Arrive **15 minutes before the session starts** (check with the hall if this is ok)

Make sure you are wearing our coaching uniform, this allows customers to notice you at all times and on arrival, as well as looking professional.

Before:

- . Set up table and cleaning station
- . Put goals and footballs out
- . A warm welcome to each child and their parent as they arrive
- . Hand out name stickers if chosen and do register

During:

- . Create session plans that are relevant to the age group
- . Hand out stickers
- . Mention a child's name at least 3 times in the session
- . Keep team table/ station tidy and organised
- . Make parents and guardians feel welcome throughout
- . Hand out Baller of the week medal (Like player of the match medal)
- . With parents, permission photograph the baller of the week and upload it onto your social media pages

After:

- . Clean and pack away equipment
- . Check venue is left clean and tidy
- . Switch off lights where appropriate
- . Top up on leaflets and check posters and any other advertisements are displayed at the venue
- . Send Baller of the week pics to the club's social media pages and then delete any images you have off your personal phone
- . Send session plans into BabyBallers

What makes a great BabyBallers Coach?

BE A PERSONALITY -

Possess the combination of characteristics or qualities needed to be a distinctive character in your class!

Be noticed for the right reasons.

3 Things about my personality that I can bring to class:

- 1 _____
- 2 _____
- 3 _____

BE PASSIONATE -

Have and show strong feelings and beliefs that every single child in your classes will have the best time of their life, providing the love for being a BabyBaller.

3 Things you are passionate about:

- 1 _____
- 2 _____
- 3 _____

BE AN ENTERTAINER -

Light up your class by entertaining the children through learning, they are there to have lots of fun and so should you.

Be silly, be energetic and by all means have a fantastic time getting to know your customers.

Ensure your tone of voice is welcoming and bubbly and portray to the customers that you've been waiting too long to coach their children the BabyBallers way.

3 Ways you can entertain the children in class:

- 1 _____
- 2 _____
- 3 _____

BE INCLUSIVE -

Allow learning to be equal to all children, whether they have more capabilities than others or less.

Be adaptive to your approach to coaching ensuring that every BabyBaller is progressing.

Use differentiation in your sessions to show everyone that learning through play isn't just kicking a ball around a cone. Having differentiation in each of your classes also means that the children continue to learn new skills as they get older.

3 Ways you can be inclusive when in class:

- 1 _____
- 2 _____
- 3 _____

BE INFLUENTIAL -

To influence the children and parents in a positive way through our methods of learning.

You will be the main purpose of why some of your children return to the class, leave a lasting memory to these children that when they grow they remember their first steps in football were with you (it will leave you with an amazing warm feeling you never know, you may have uncovered the next Messi...)

3 Ways you can be influential:

- 1 _____
- 2 _____
- 3 _____

What makes a great BabyBallers Session?

PROGRESSION -

Allow your sessions to have natural progressions, this will allow for free flowing learning. Progressive education that is based on experimental learning is often considered to be the best way for a student to experience the real world situations.

We see our sessions as a collaborative environment that requires teamwork, critical thinking, creativity and the ability to work independently when ready.

3 Things you think are important at progressing in our classes:

- 1 _____
- 2 _____
- 3 _____

ADAPTIVENESS AND AWARENESS - PATIENCE IS KEY!!!

Think back to when you were in school and most classrooms were all the same: The teacher stood up at the front, lecturing about new material, while students of varying academic abilities sat in rows of desks and attempted to digest everything all at once.

When instruction is constructed in this way, all students are expected to learn at the same pace. This makes it difficult for teachers to give struggling learners the extra time they need while simultaneously challenging high-achievers and gifted students.

With adaptive learning, children are tested to their abilities. In this way, kids are able to work at different paces and achieve the best possible outcomes. It's also important to be aware of any children that may not be participating. In this instance, you will need to be encouraging and be patient with them. Come down to their level and reassure them.

3 Things you can do to adapt are aware and patient:

- 1 _____
- 2 _____
- 3 _____

What makes a great BabyBallers Session?

IMAGINATION -

CONES ARE NOT JUST CONES!

At BabyBallers we consider the coaching equipment to be a variety of things, for example, mountains, steering wheels, fruits, and lights.

LET YOUR IMAGINATION GO WILD and be sure to allow the children to enjoy an amazing experience allowing parents to be part of that incredible journey too!

3 Piece of equipment that you could imagine is something else:

- 1 _____
- 2 _____
- 3 _____

EDUCATIONAL - NUMBER LEARNING

Math learning is most exciting for children when hands-on manipulatives (Which is a fancy teacher-speak for small objects that can be easily handled or manipulated) this method are incorporated into our sessions.

The hands-on math approach is the idea that children need to feel and touch what they're learning through a concrete learning experience before they are exposed to more of the abstract learning that takes place when school starts. We use this method in our sessions to encourage the progression of number learning and get them ready for school.

3 Ways you can incorporate number learning into class:

- 1 _____
- 2 _____
- 3 _____

COLOUR LEARNING

Not only does colour play an important role in the overall aesthetic of a space, but it can also impact an individual's mood, emotional well-being, productivity, learning and behaviour. Colour recognition can provide children with essential learning tools in life.

3 Ways you can incorporate colour learning into class:

- 1 _____
- 2 _____
- 3 _____

SHAPE LEARNING

When children explore different shapes, they are using one of the most basic educational processes: the observation of the same and different. This concept provides them with a basic process that they will be able to use in observing, comparing and discussing all they see and encounter. This also coincides with number learning and colour learning as all our equipment is colourful.

3 Ways you can incorporate shape learning into class:

- 1 _____
- 2 _____
- 3 _____

Getting Started

How to Set Up: Your Sports Hall



How to Set Up: Bazooka Goals



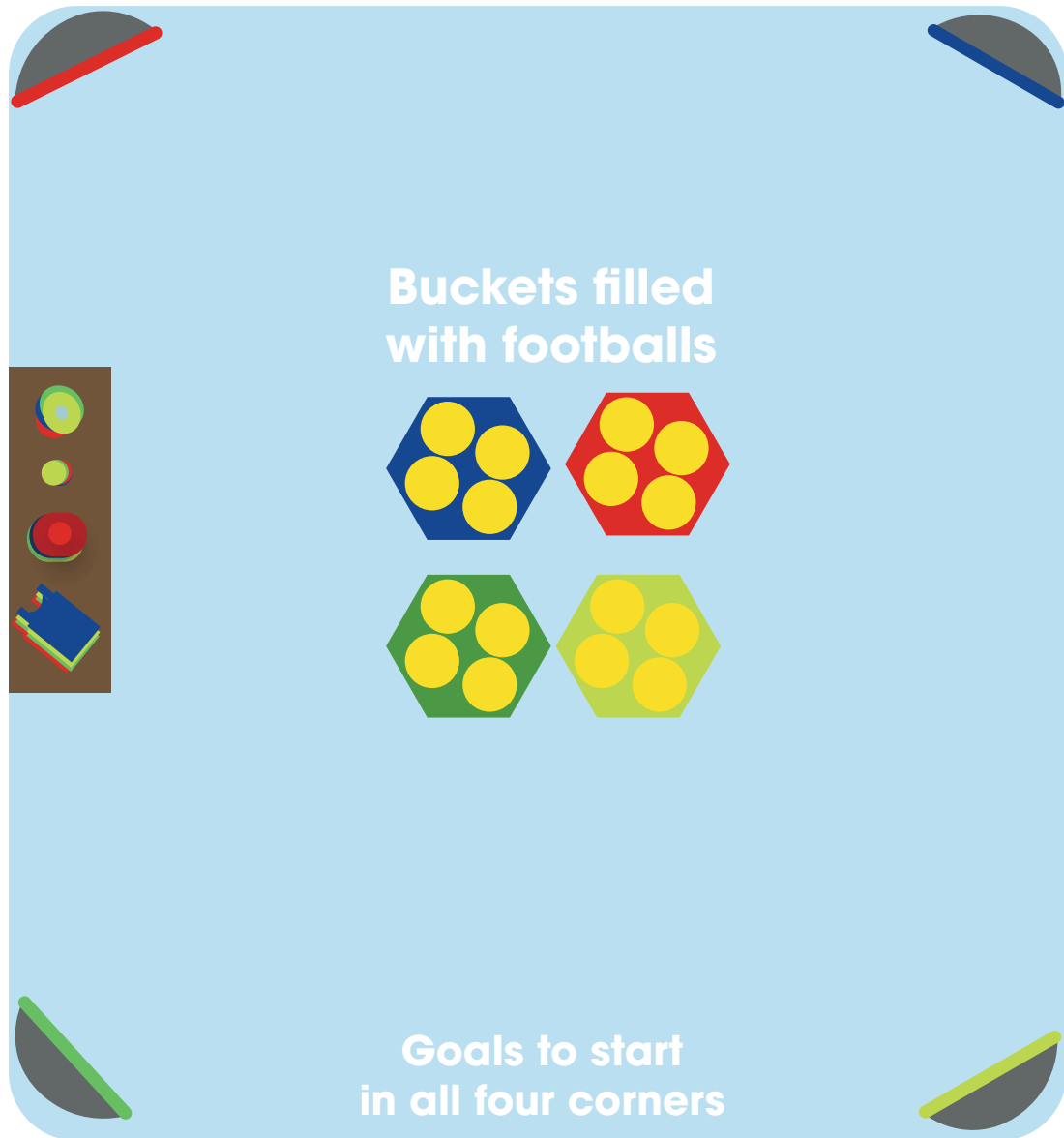
What to expect at your first session



Notes:

The Setup - Preparation

This is an example of how you can set your hall up. You can also set it up so when free play is over you are ready for your first game



Key



Bibs



Tall Cones



Spots



Cones

CHECKLIST:

All equipment out and ready, 4 buckets filled with balls are in the middle of the hall for when children arrive.

A table at the entrance with your Class4Kids class list, and display kits and ensure your roller banners are on either side.

Additional Items:

You can also have additional items like the Bobby Baller's Adventure book and medals out ready for penalties at the end of each class

Tip:

Have all your equipment on a table so that it is harder for the children to access them before the class has started. If you do not have access to a table then keep the equipment in a bag or something that the children can not access

Warm Ups & Ball Mastery



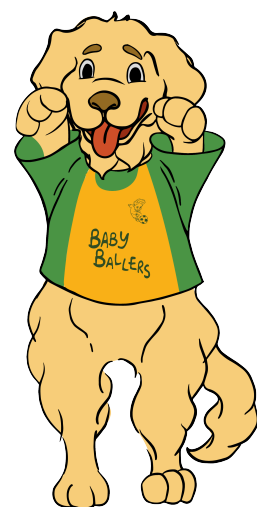
Warm Ups



Ball Mastery

Notes:

BabyBaller Games



Key



Bibs



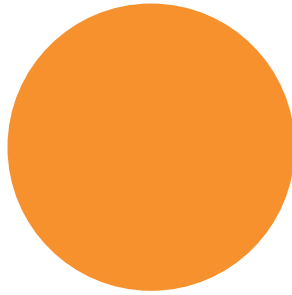
Tall Cones



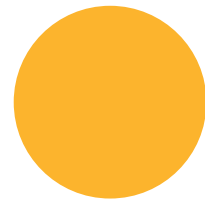
Spots



Cones



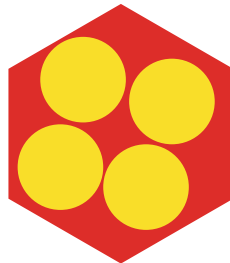
Coach



Child



Goals



Football Buckets



Magic line



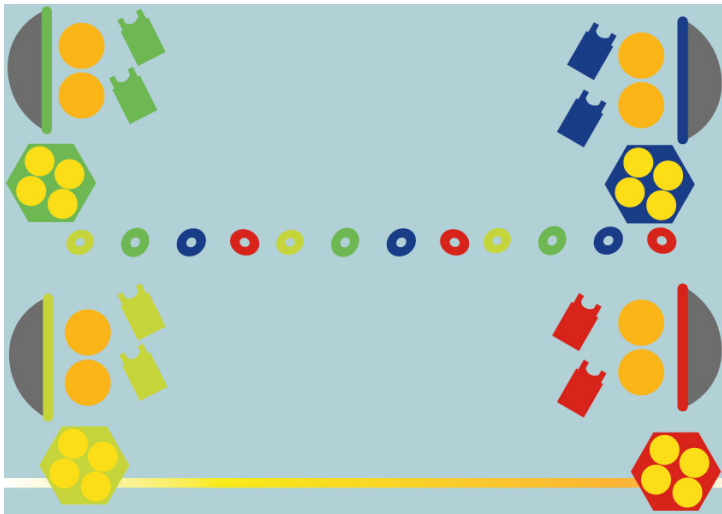
Footballs



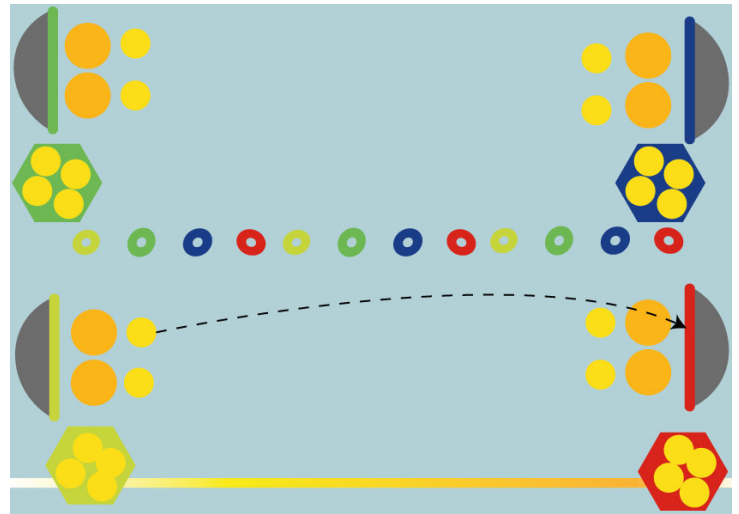
Fallen Tall Cone

World Cup & Euros Game

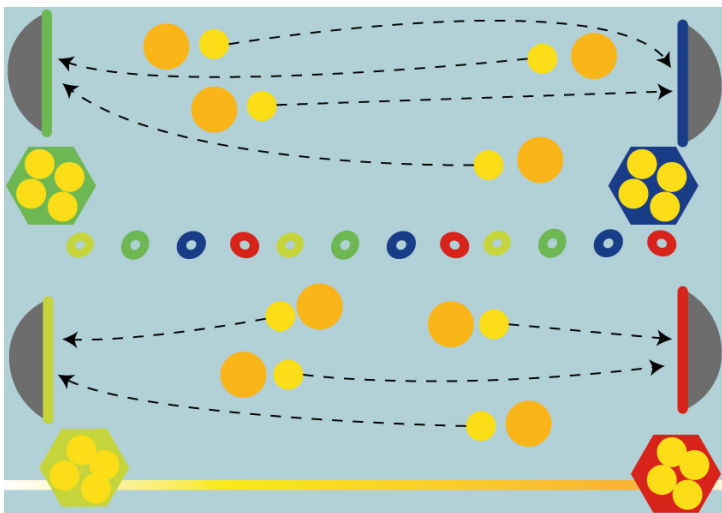
Equipment: Bibs, Bazooka goals, Buckets, Cones and Footballs



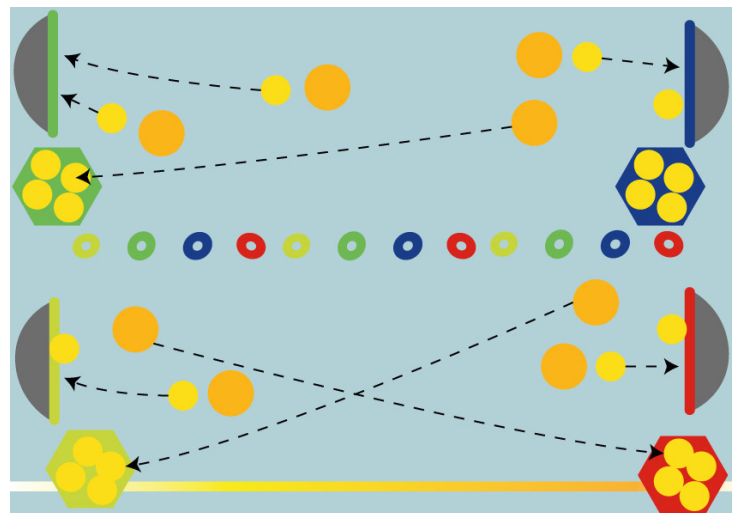
Set your hall up like so and get everyone into their colour team bibs (Bibs are optional)



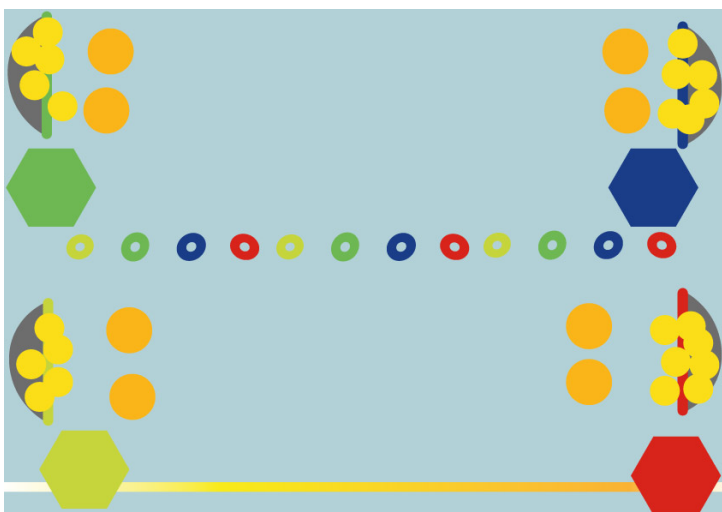
At the coach's whistle, take a ball from your bucket and try to score a goal in the opposite teams goal



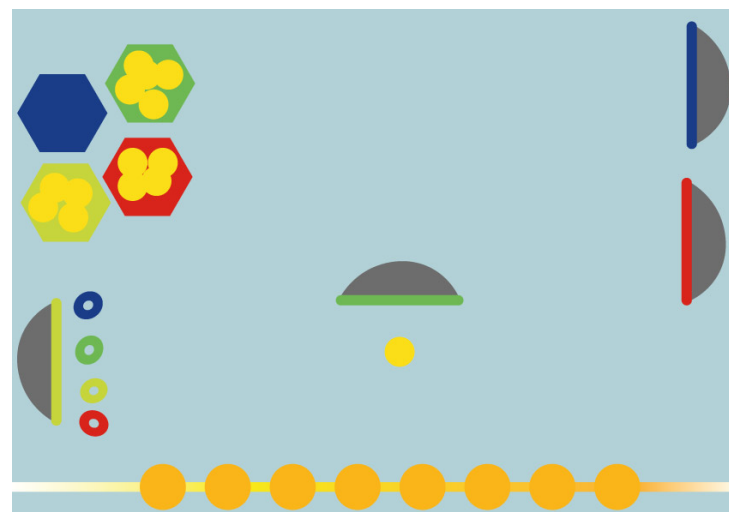
Once you score a goal go back to your teams bucket and score a goal again



Continue this until you have no more footballs in your bucket



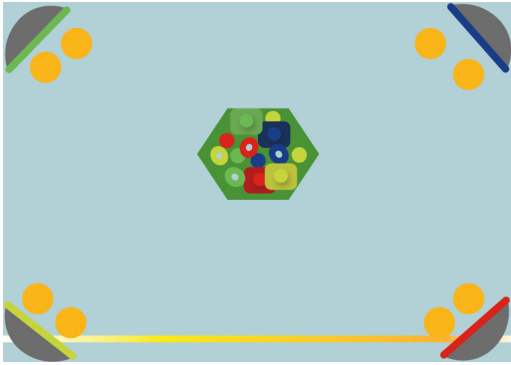
Whoever empties their bucket first wins!



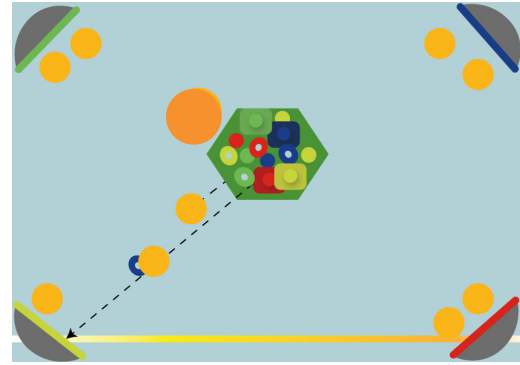
Once the game has finished tidy up all the cones and balls and it's time for penalties

Pirates of the Caribbean

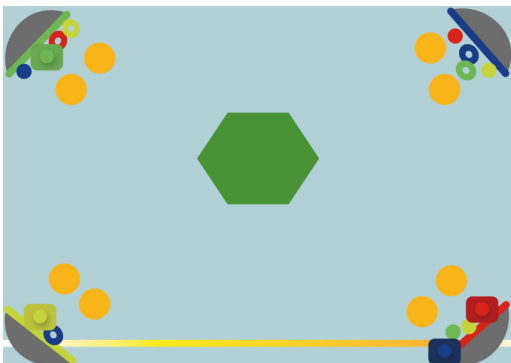
Equipment: Buckets, Pads, Small cones, Tall cones, Footballs and Bazooka Goals



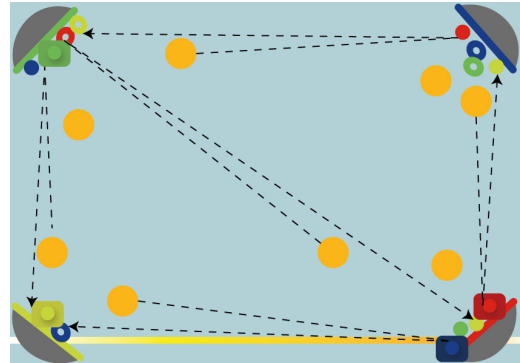
Set the hall up like so and put everyone into teams in front of their colour goal



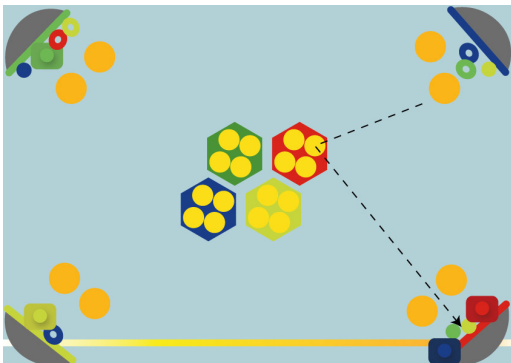
One child runs out and takes a piece of captain jacks treasure and takes it back to their goal



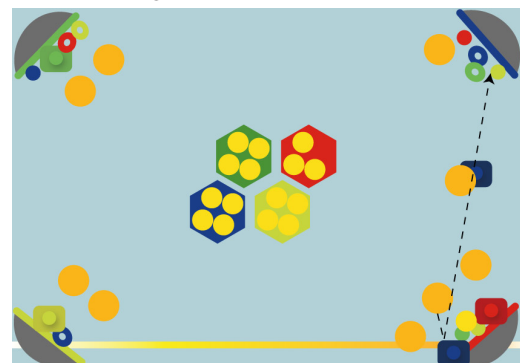
The bucket should then be empty and all the treasure into the goals



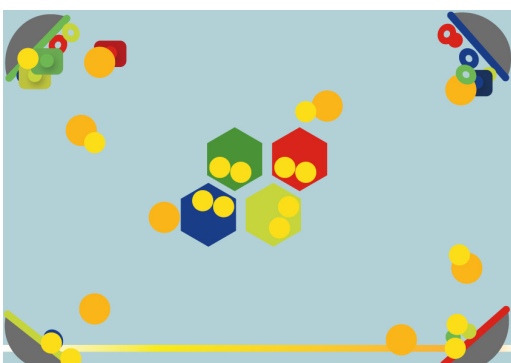
The children should then start taking treasure from the other goals and taking it back to their own



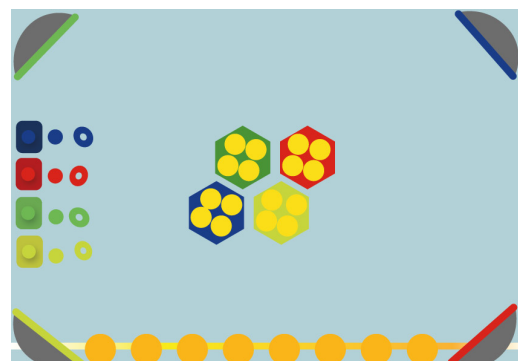
Place the buckets into the centre of the room the footballs become cannonballs. On the whistle the child will run and get a cannonball and try and score in a different goal



Once they score a goal they can take a piece of treasure and take it back to their goal



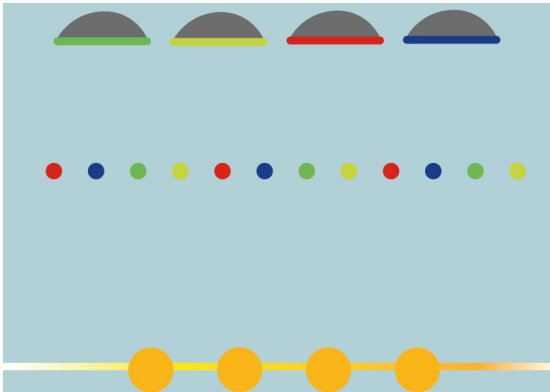
Let the children do this part of the game for a few minutes



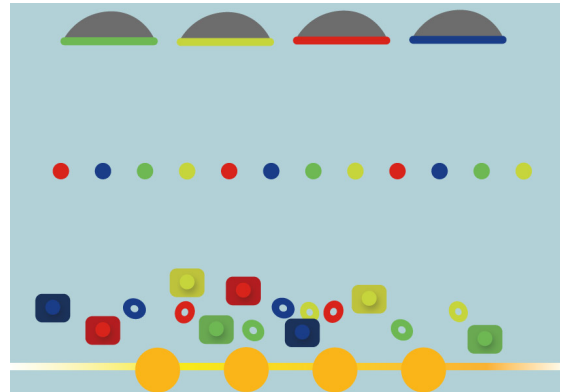
Tidy up and set up for penalties

Great Wall Of China

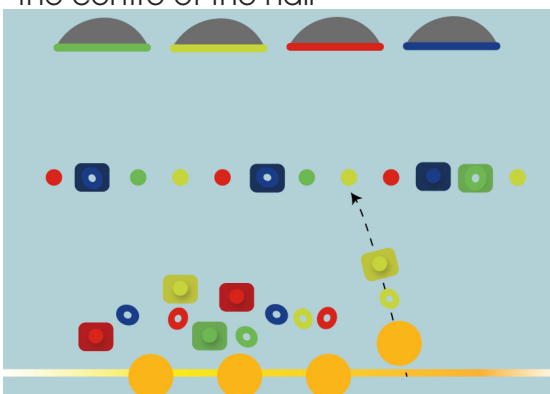
Equipment: Buckets, Pads, Small cones, Tall cones, Footballs and Bazooka Goals



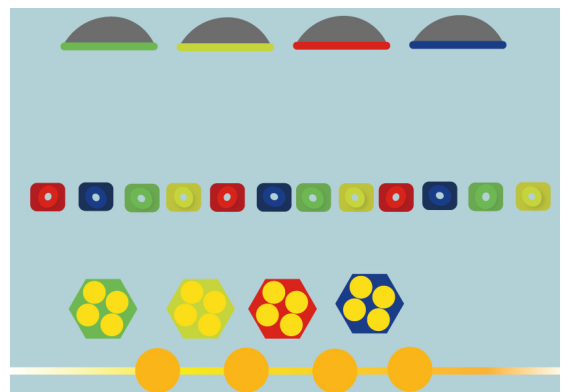
Have your goals at the back of the hall with a line of coloured spots in the centre of the hall



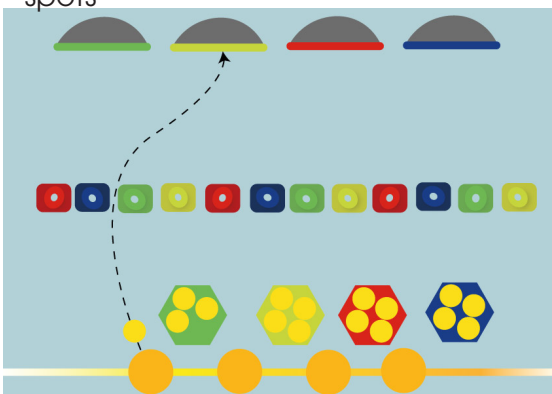
Layout all the small and tall cones in front the children



Get the children to build the wall by matching the cones to the coloured spots

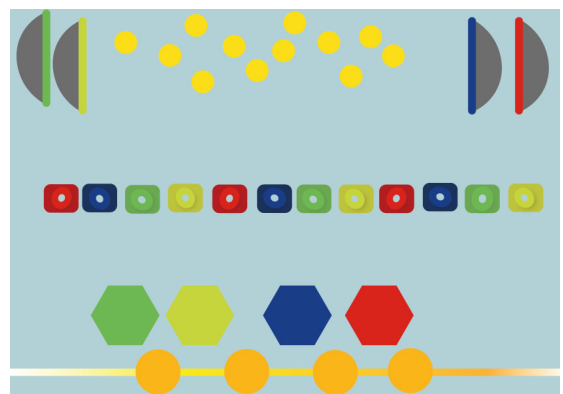


Once the wall is complete place the buckets out in front of the children

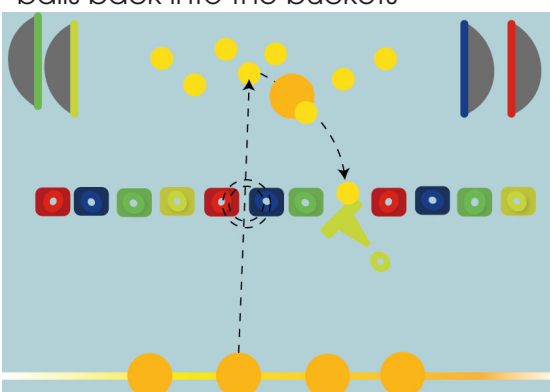


Dribble the ball through the wall & score a goal

Key Tip: Make sure to recycle the balls back into the buckets



Empty the goals of the footballs



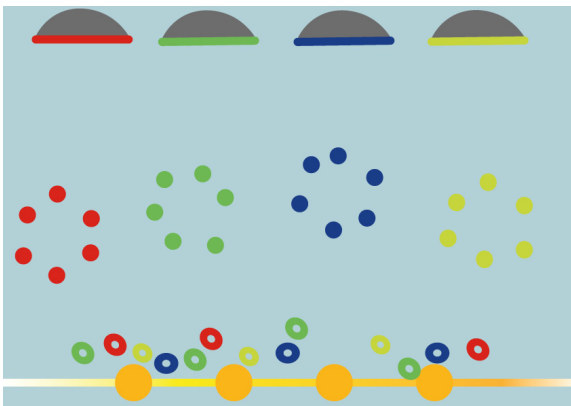
From the magic line run and jump over the wall get a ball and knock down the wall



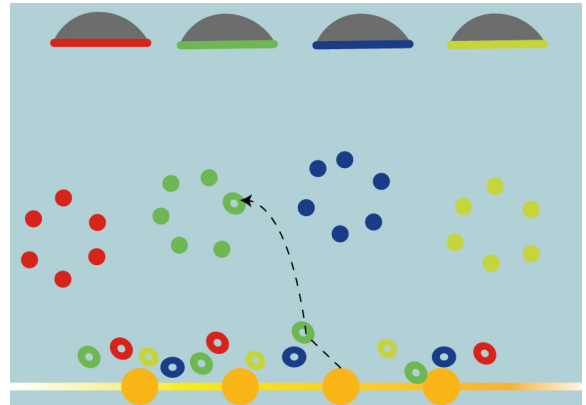
Once the game has finished tidy up time and set up for penalties

Golf Game

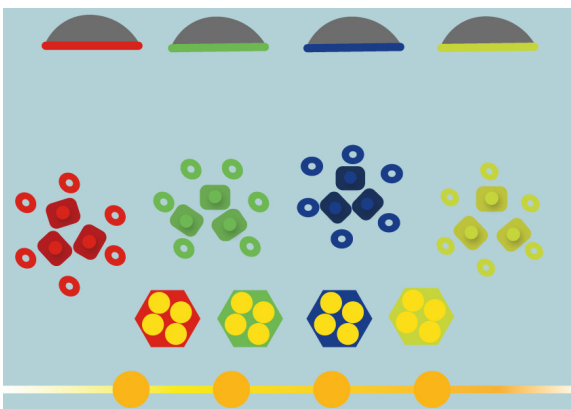
Equipment: Coloured pads, Small cones, Tall cones, 4x Bazooka goals, 4x Buckets, Footballs



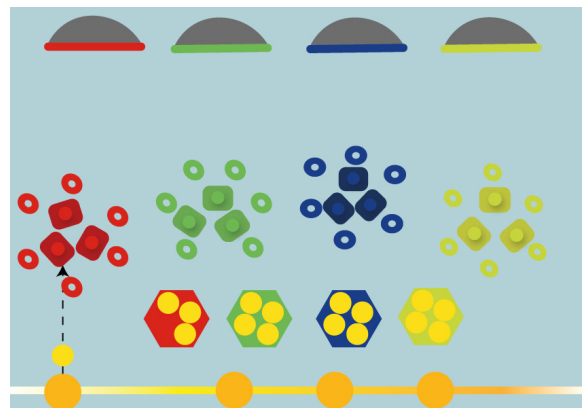
Place the spots in a circle with the same colour



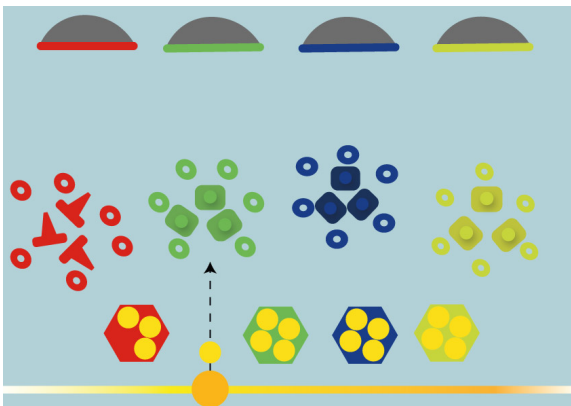
Spread the small cones out in front of the children



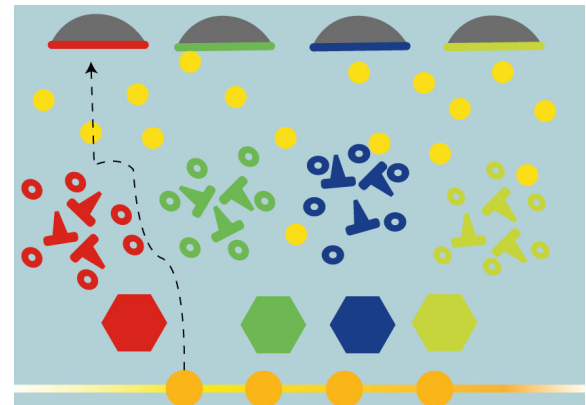
Get the children to match the cones to the same coloured spots



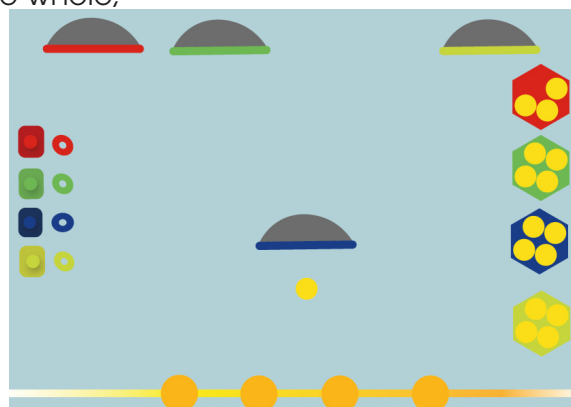
Coaches place three tall cones in each circle matching the colours



Starting at the line kick the ball towards the tall cones. If you miss, take a second shot wherever the ball lies. After completing one whole, move onto the next



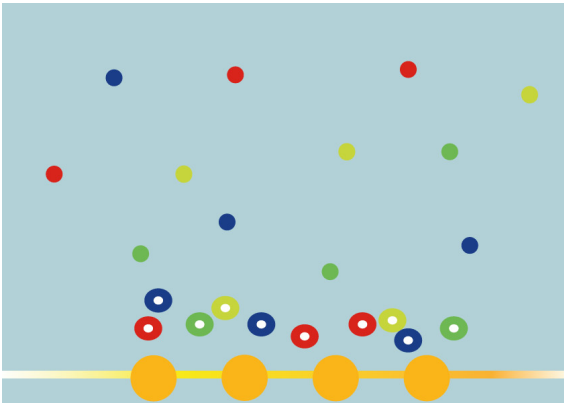
Back to the magic line, the children then have to try and score a goal with the footballs that are around the hall



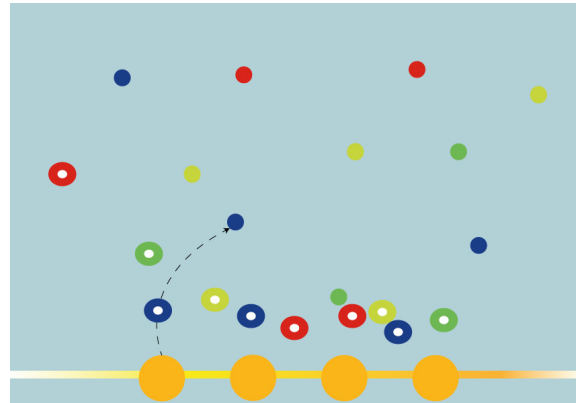
Tidy up time and ready for penalties

Mountain Hopper

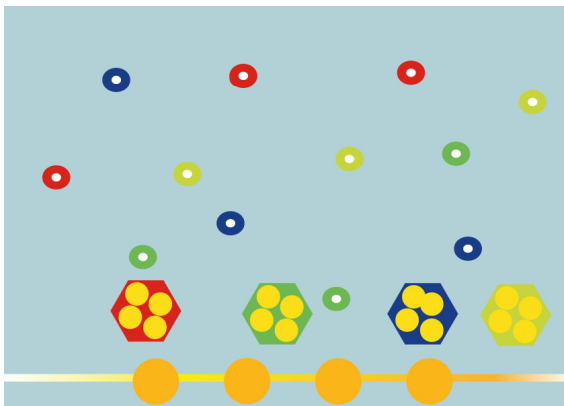
Equipment: Coloured pads, Small cones, Footballs, Buckets



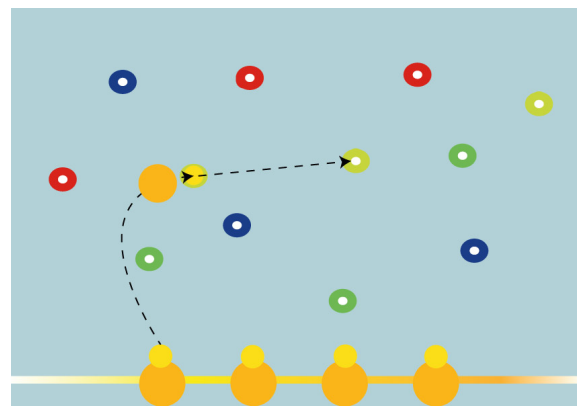
Lay pads around the hall and cones in front of the children



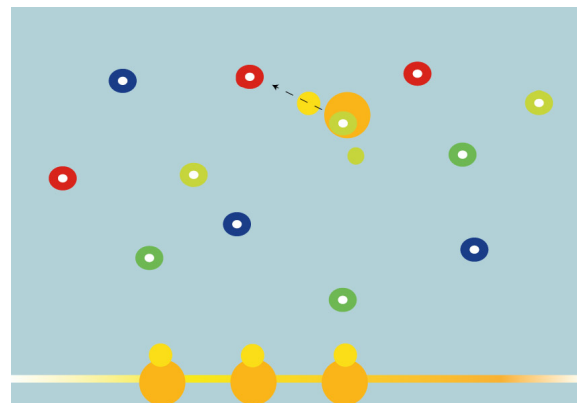
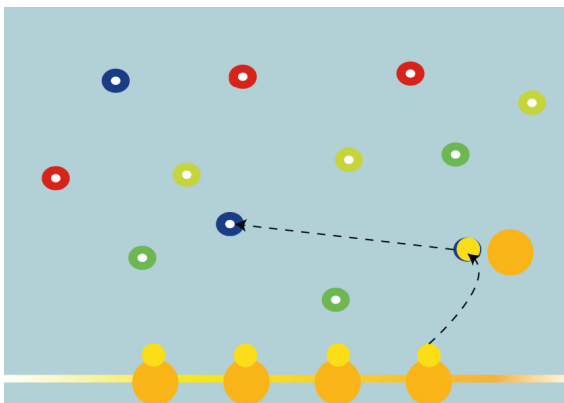
Get the children to match the cones with the right colour pads



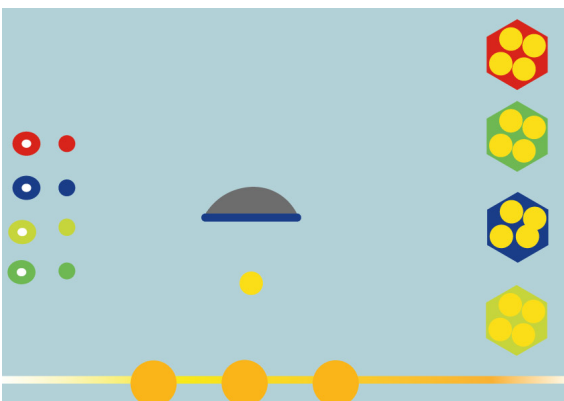
Let the children take one football each for this game



Pick a colour place the ball on a cone and kick the ball to a matching mountain



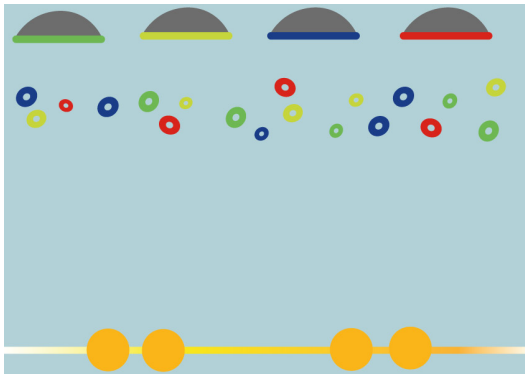
Repeating the same steps as before but this time collecting the cones when you hit them



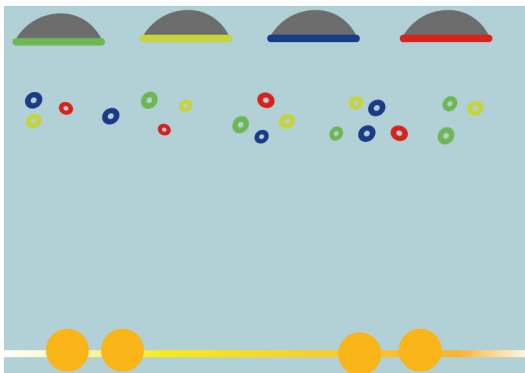
Count how many cones the children have collect each. Then it's tidy up time ready for penalties

Tea Cups and Saucers

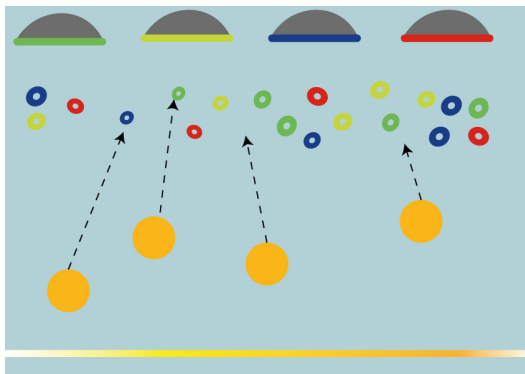
Equipment: Cones, Buckets, Footballs, Bazooka goals



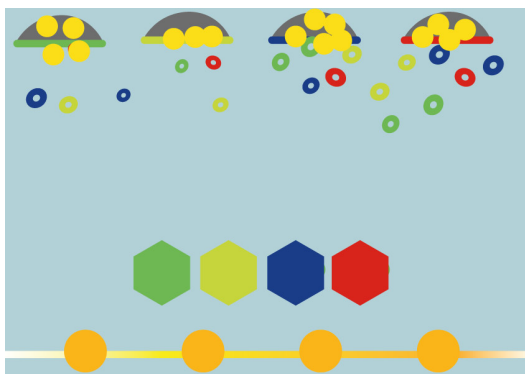
Place all your cones out, place some normally and some upside-down



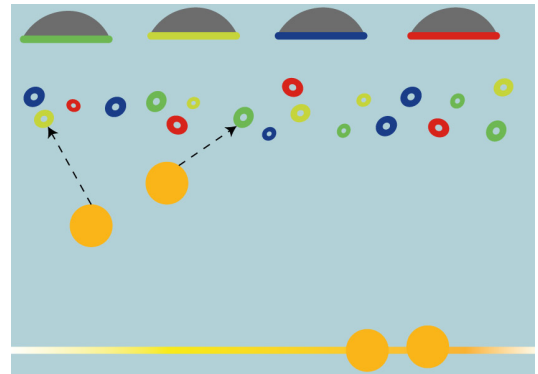
On the Whistle Teacups go and turn the cones over to teacups



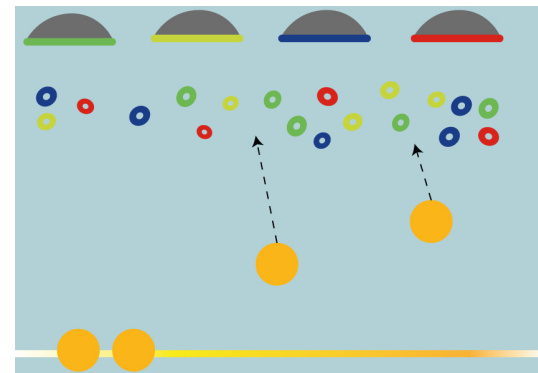
Once each team has done this a couple of times they then go head to head turning their cones



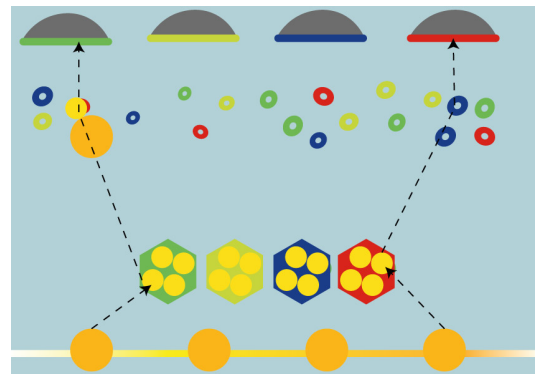
Continue this until all the footballs are out of the buckets



Split the class in half one side is tea cups the other saucers



Teacups back to the magic line then the saucers go out and turn the cones into saucers



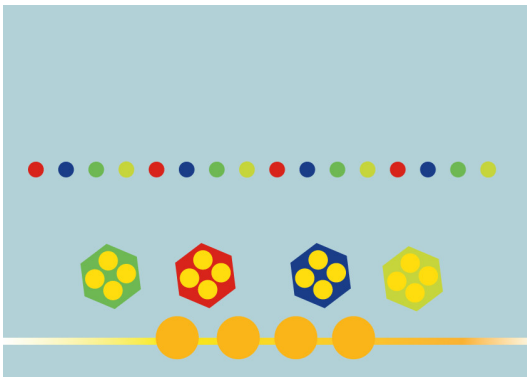
Back to the magic line. The child takes a football the teacups kick the ball off a teacup cone and the saucers kick their football off a saucer cone into the goal



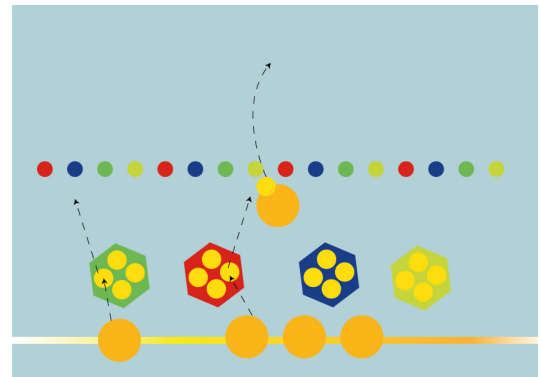
Tidy up and to get ready for penalties

Garden Fence

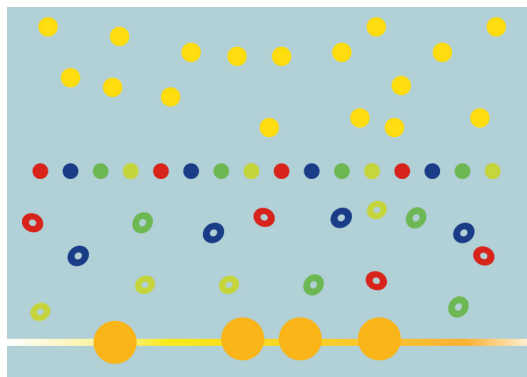
Equipment: Small cones, Footballs, Bazooka Goals, Pads



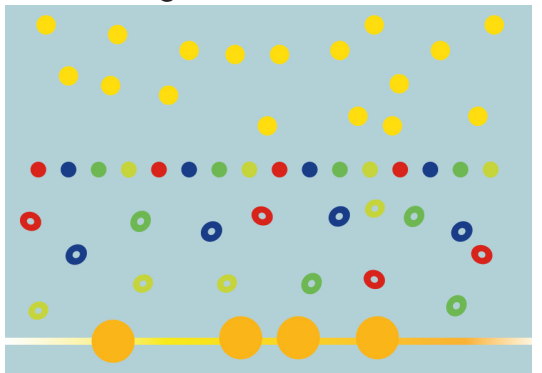
Coaches need to make a line of pads down the centre of the hall. This is the fence



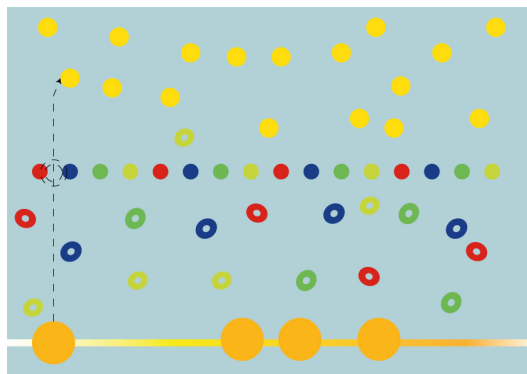
Children run out and grab a ball and throw/kick/dropkick the balls over the garden fence, going back and forth until all the balls are gone



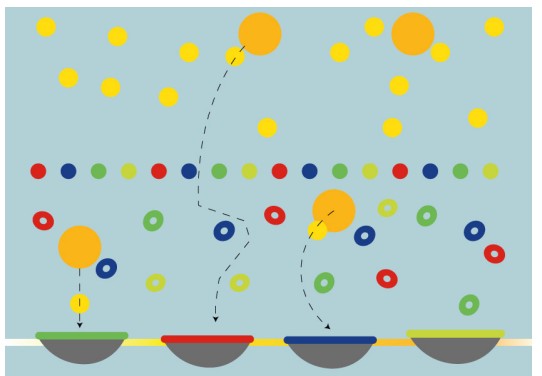
Children will move back to the magic line coaches make sure all balls are one side of the fence



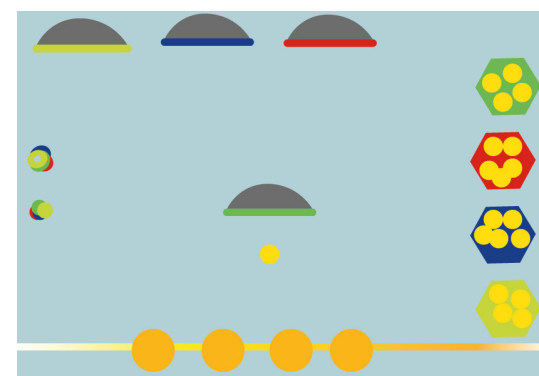
Laying cones out on the other side of the fence



Children will then jump over the garden fence and grab a ball.



Once the children bring the ball back over the fence they may score in the goals which should be placed on the magic line.



Once the children have moved all the ball from over the fence into the goals it's tidy up time and getting ready for penalties

Scan to Watch

World Cup & Euros Game



Pirates of the Caribbean



Great Wall Of China



Golf Game



Mountain Hopper

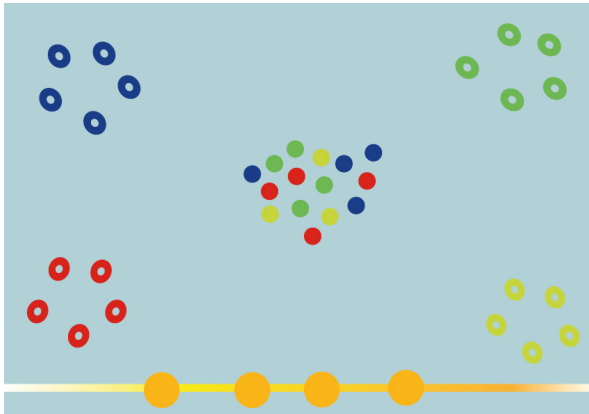


Tea Cups and Saucers

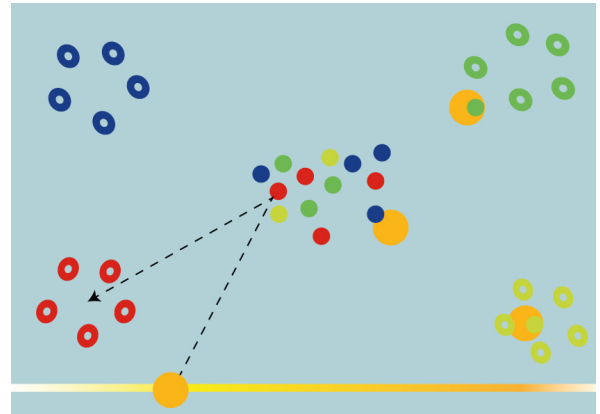


Fish in the Pond

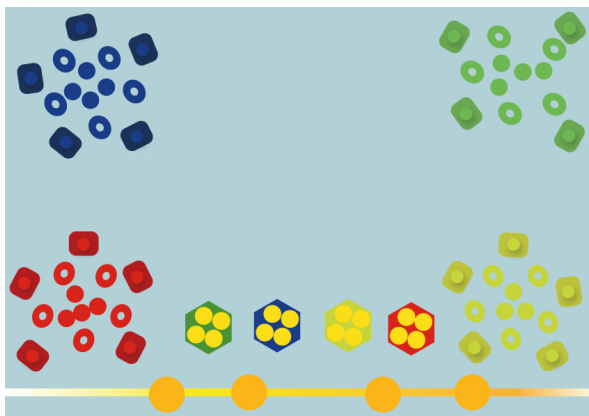
Equipment: Coloured pads, Small cones, Tall cones, 4x Bazooka goals, 4x Buckets, Footballs



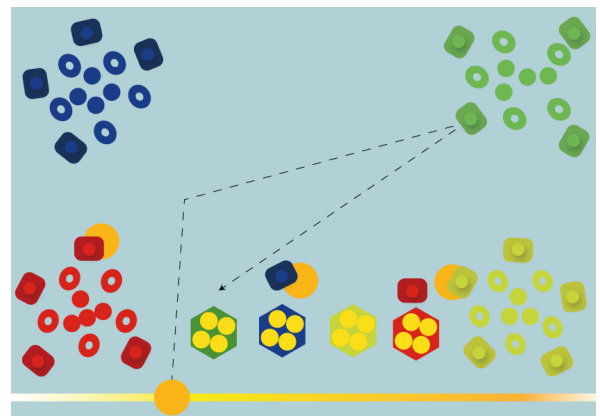
Make a circle with the same colour small cones in 4 corner of the hall



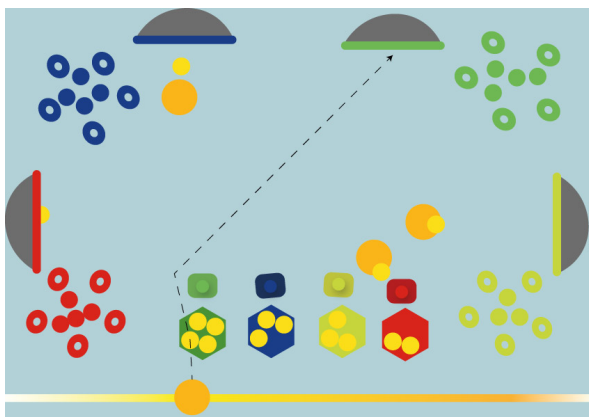
Place the coloured pads all over the hall. These are your fish they have gone missing from their home and need help getting back



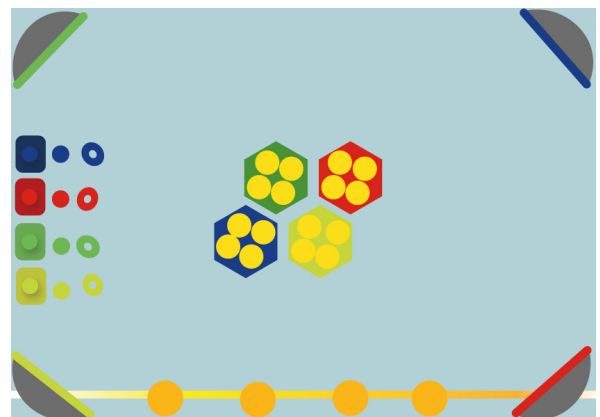
Place the right coloured fish into the same coloured home/ into the cones. Then place the same coloured tall cones around the circle.



The tall cones are sharks. You must save the fish from the sharks. By taking the sharks back to their homes which is by coloured buckets



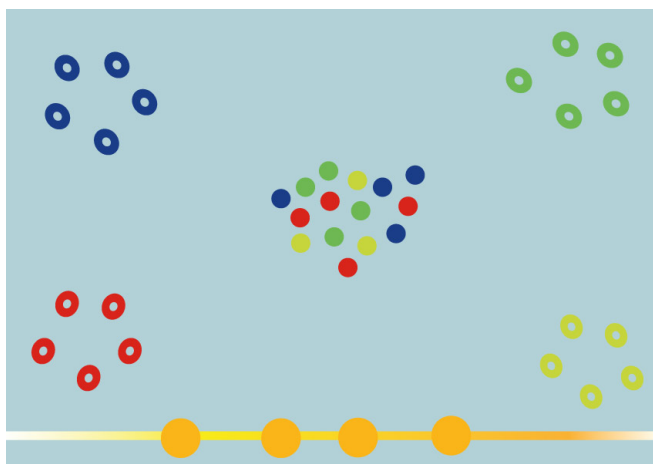
Then get a ball (boat) from the bucket and score a goal by the pond of the same colour



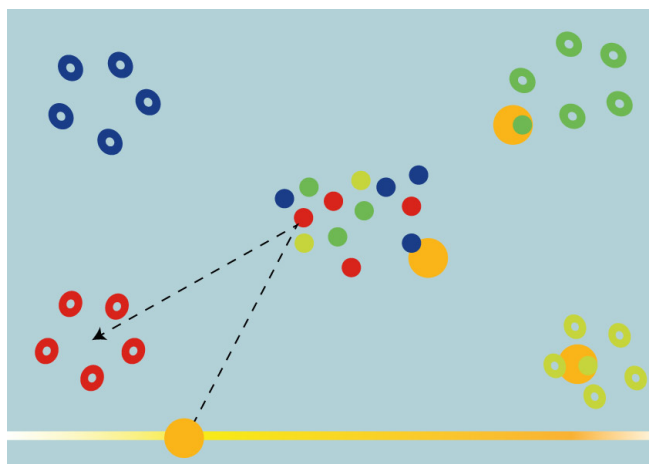
Tidy up time and ready for penalties

Zoo Keepers

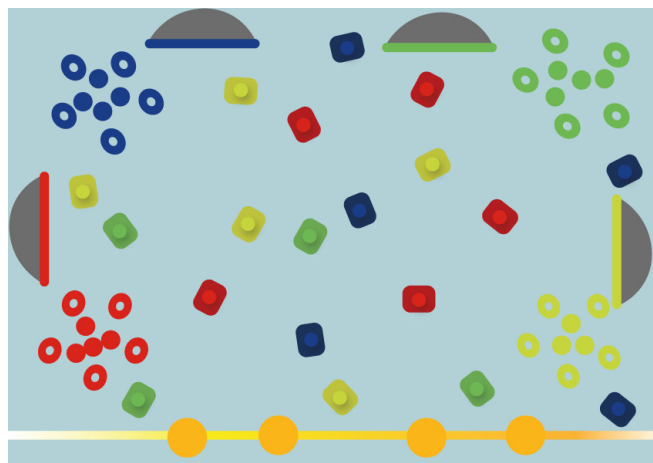
Equipment: Coloured pads, Small cones, Tall cones, 4x Bazooka goals, 4x Buckets, Footballs



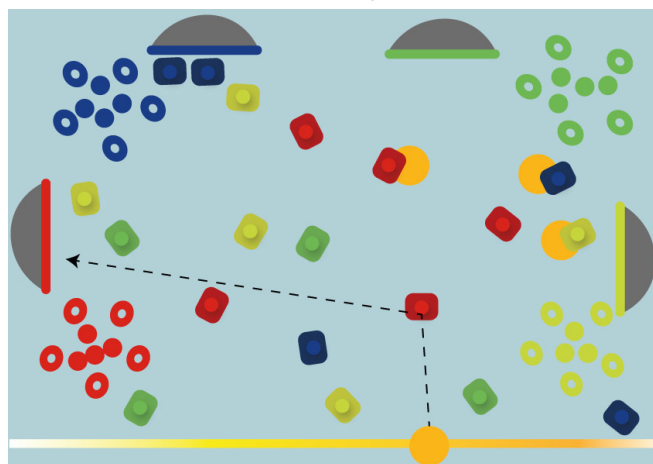
Make a circle with the same colour small cones in 4 corners of the hall.



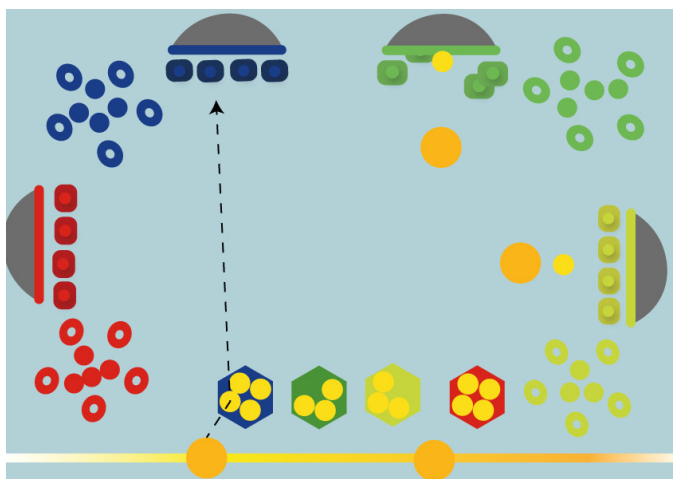
Place the coloured pads all over the hall these are your fishes/ animals. The animals have to be placed in their enclosures and we must help them return.



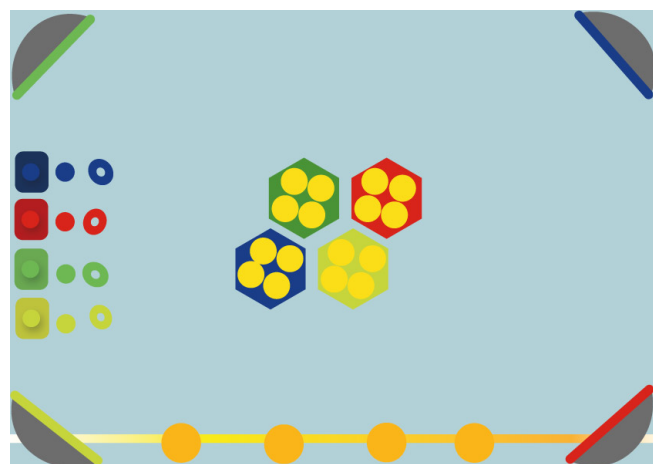
Ask them to place the right coloured animal to the same coloured home. Then place the same coloured tall cones around the hall. This their food.



The kids must take the food from around the hall and take the same coloured cone back to the right enclosure. The tall cones must be placed on the goal line.



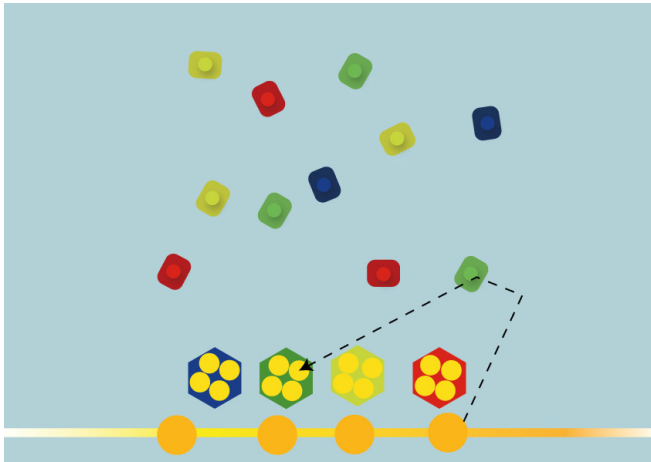
Get a ball from the bucket and score a goal by the home of the same colour whilst knocking down the cones on the goal line!



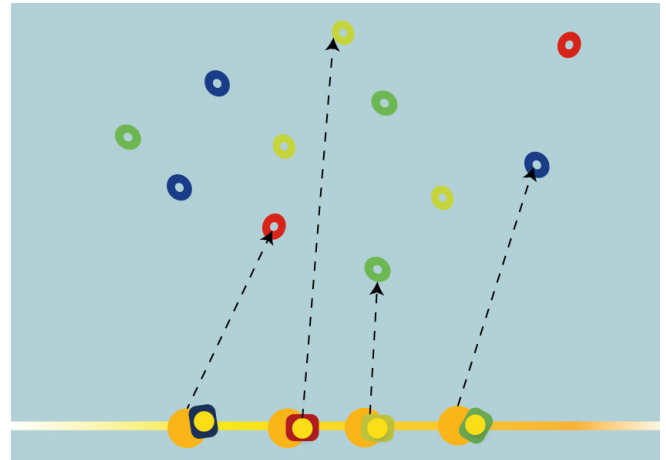
Tidy up time and ready for penalties

Ice Cream Cones/Shopping Baskets

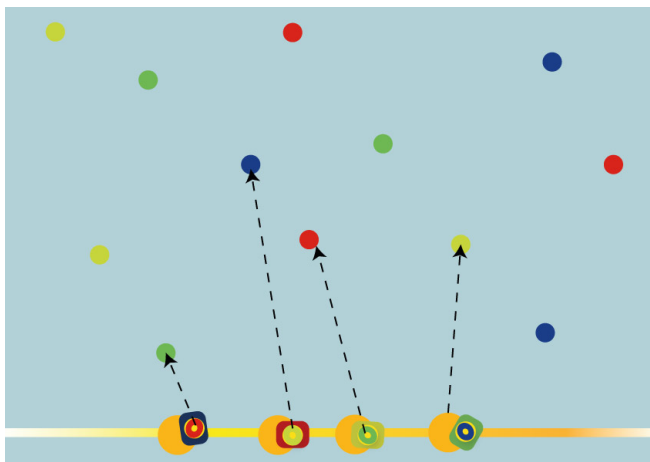
Equipment: Coloured pads, Small cones, Tall cones, 4x Bazooka goals, 4x Buckets, Footballs



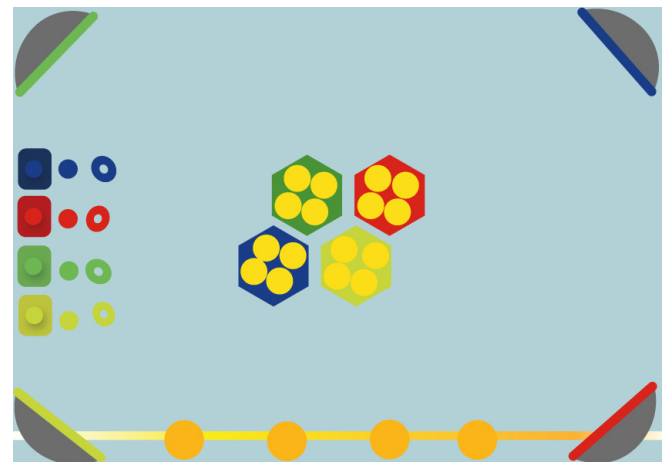
Lay out all tall cones around the hall. Ask the kids and their parents to go collect their favourite colour to use as their ice cream cones/shopping basket. After collect a ball from the same colour bucket.



Then layout all the small cones – give all the different colours a different ice cream flavour/fruits for shopping basket game.



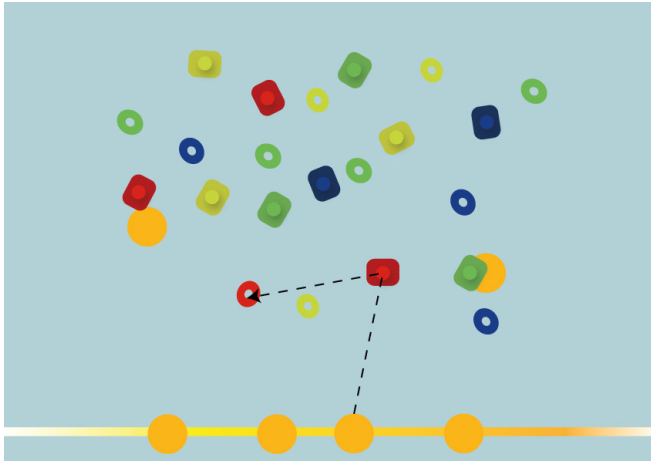
Then place all the coloured pads these are either your ice cream toppings or favourite snacks in the shopping game. Make sure the ball stays balanced on the cone at all times.



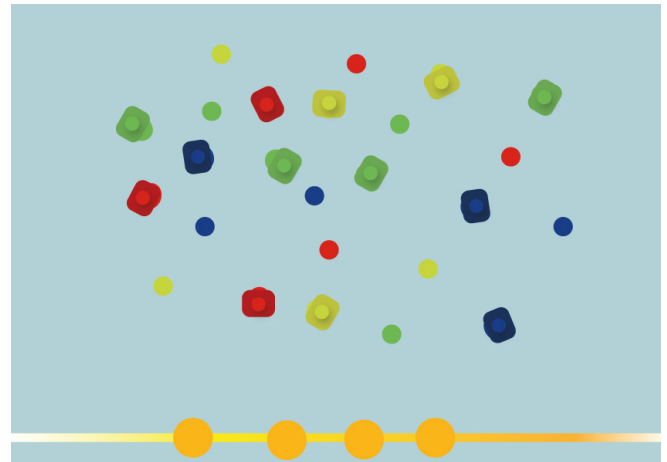
Tidy up time and ready for penalties

Feed the Hippos

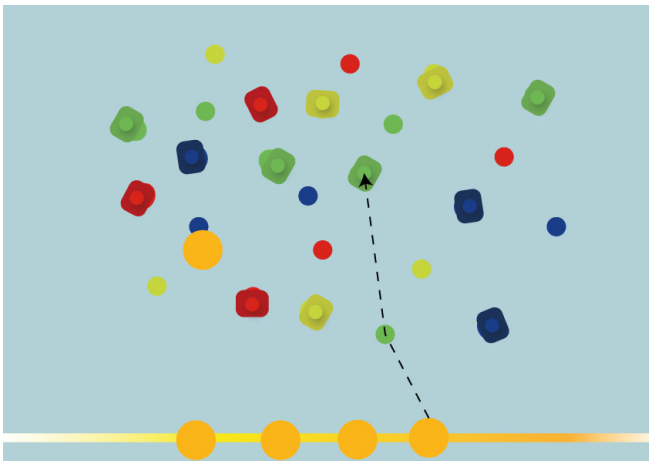
Equipment: Coloured pads, Small cones, Tall cones, 4x Bazooka goals, 4x Buckets, Footballs



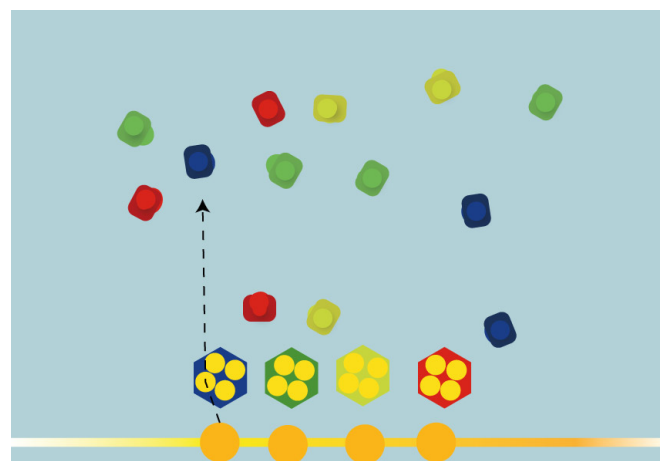
Lay out all the small cones and all the tall cones. Explain that the small cones are our hippos face and the tall cones are the hippos mouth. The mouth (big cone) has to be placed upside down into the small cone.



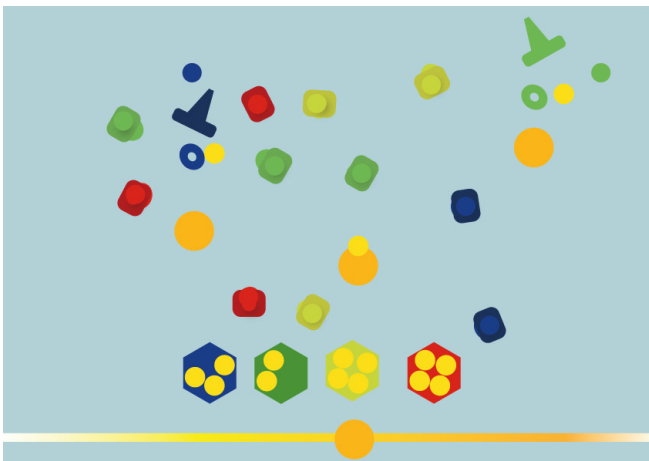
The coloured pads should be placed around the hall. These are all the different kinds of fruit.



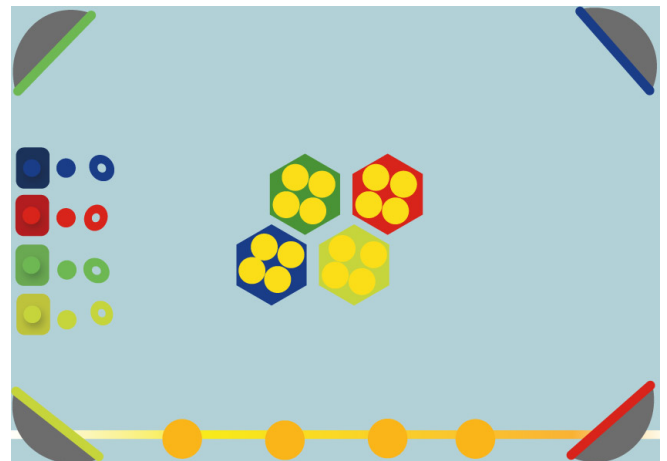
These must all be placed inside the hippos mouth. Go through the different kinds of fruits!



Then get a ball which could be a water-melon (their favourite fruit) and place the ball next to the cones.



Kick the ball onto the cones!



Penalties

Penalties are taken at the end of each session. Place a goal opposite the children at a distance so that each child can come up and score a goal. If a child is not confident in doing this parents can help. To challenge the BabyBaller it's good to have variations of penalties for each age group as shown below. To make it harder for the children you can move the goal further away or have a coach in goal. Coach remember to have fun and be silly with the children as this is the last activity in the class.



BabyBallers
16 Months, up to 2
1/2



MiniBallers
2 1/2 To 3 1/2 years
old



Ballers
3 1/2 Years to 5
years old

Design your own session plan

Name of session _____

Equipment _____

Design your own session plan

Name of session _____

Equipment _____

Design your own session plan

Name of session _____

Equipment _____

Design your own session plan

Name of session _____

Equipment _____

BabyBallers Session



BabyBallers Session





BabyBallers Birthday Parties

Things to remember

It's a Birthday party the children are there to have fun. Expect the parents to get less involved as to a normal session. (Maybe have an additional member of staff to cover this)

Optional - find out the birthday boy/girl favourite sweet/chocolate to present them with along with their very own medal (Remember to ask about any allergies the child may have.)

Have some Balloons ready for the games - Blow them up before the children arrive put them in a black bag ready for games.

Check List



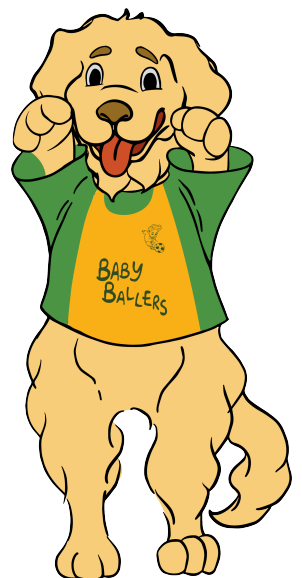
Birthday Party Pack



Balloons ready for games



Sweet Treats



Please note any children under the age of 2 1/2 years will need their parents to get involved in the party as due to the age of the children it's harder for them to engage without parent's help or guidance

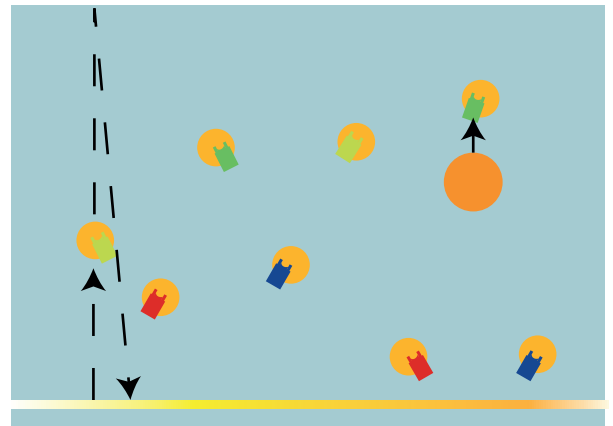
Warm Up

The warm up for the BabyBallers should be simple and fun with basic movement, making it to complicated can cause issues.

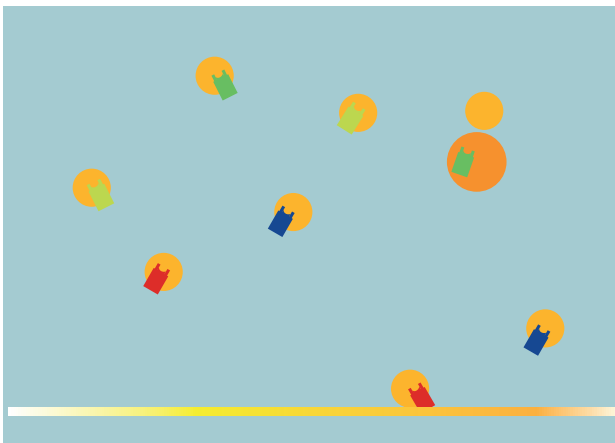
After they have had their 2-3 minute free play ask all the children to places the balls back into the bucket and move over to the magic line assistant should then place balls to the side of the hall out of the way



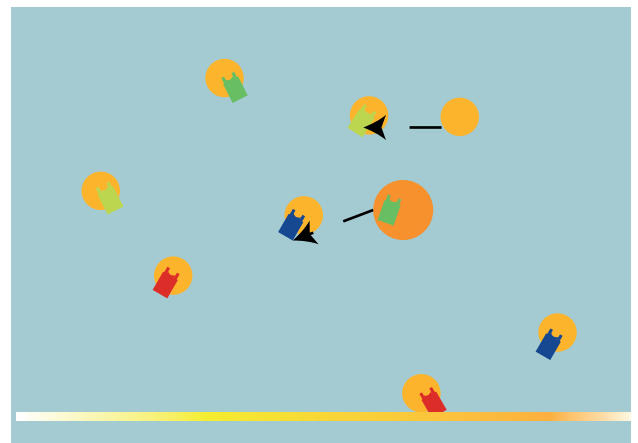
Give each child a bib and get them or parent to tuck it in little one's shorts.



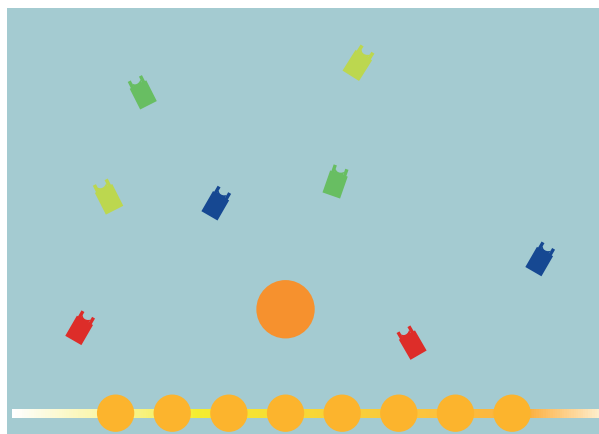
Children run from one side of the hall to the other back and forth and the BabyBaller staff to catch their tail.



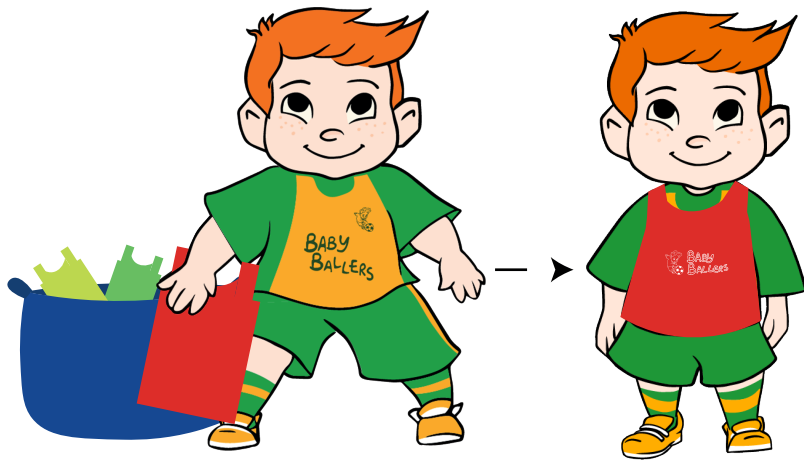
Once their tail is caught, they are then on the BabyBaller team and need to help try and catch the other children to.



Continue this game until everyone has been caught



Once everyone has been caught BabyBaller Staff tell everyone to throw their bibs up in the air like they just don't care and go and get a drink.



Ask each child to grab a bib pop it on and grab a football from the bucket and sit on the magic line.



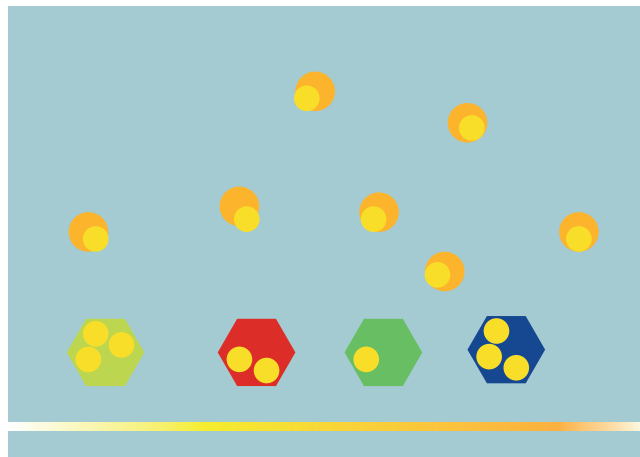
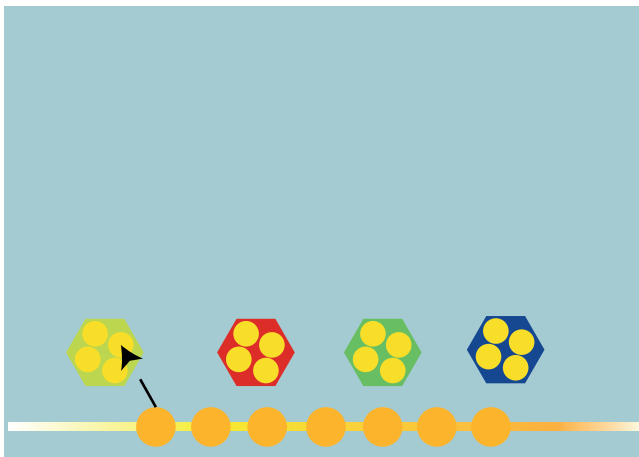
Go through Body parts with the Football and try and catch them out to make it fun (put it on your shoulder but say to them knees) Also stand up and do body parts finish off by showing them what a skydive is.



Drinks Break & Tidy Up

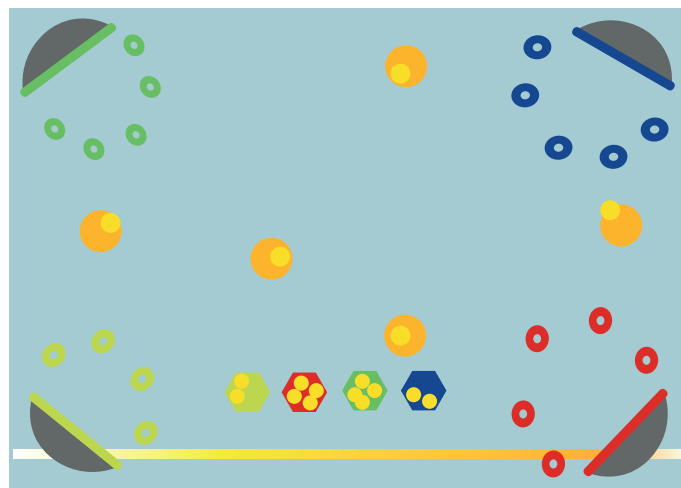
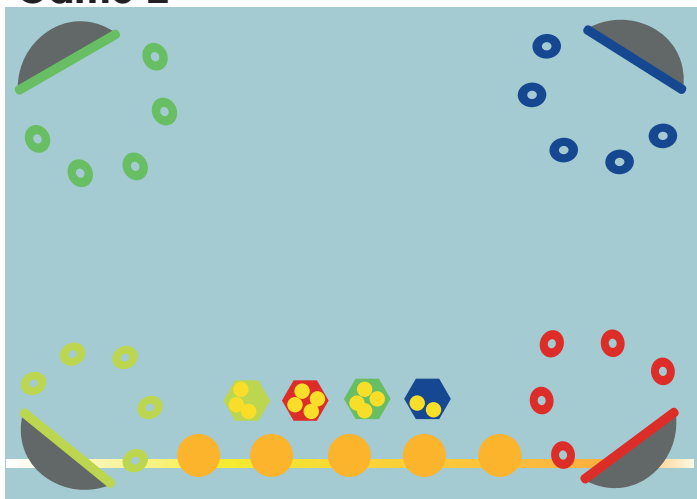
Main Games

Game 1



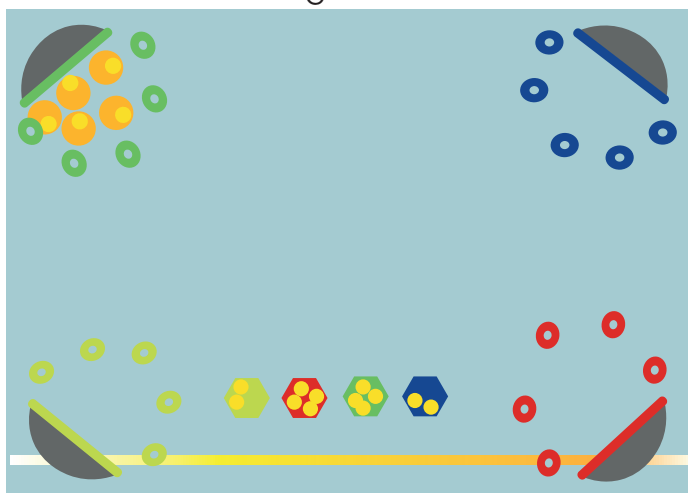
Children back to the magic line grab a football and run around with it – When a coach shout red they have to freeze with their football, Coach shouts green they need to run around again, Coach shouts amber they have to do a skydive

Game 2



Goals in four corners semi-circle with flat cones around the same colour goal

Children dribble or run around with their football



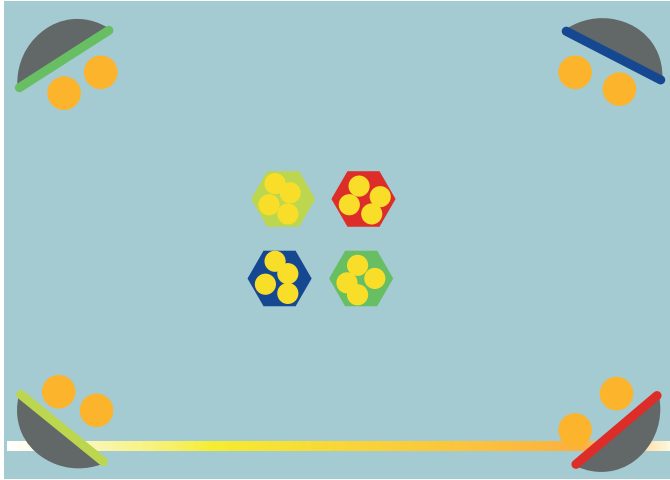
Coach shouts a colour, and all the children to run into that colour semi-circle



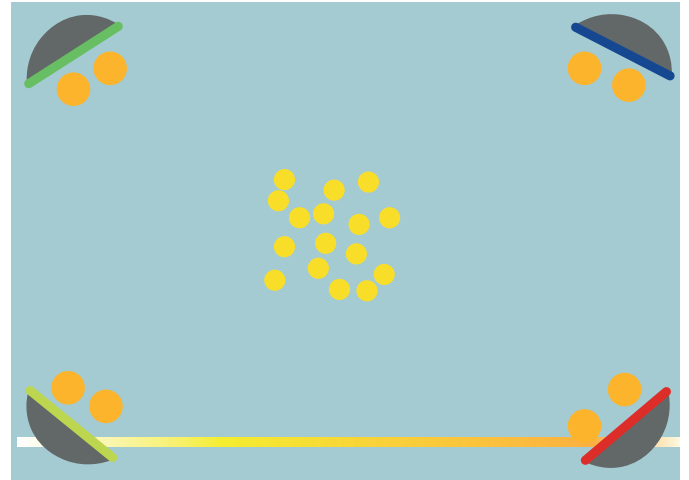
Drinks Break & Tidy Up

Main Games

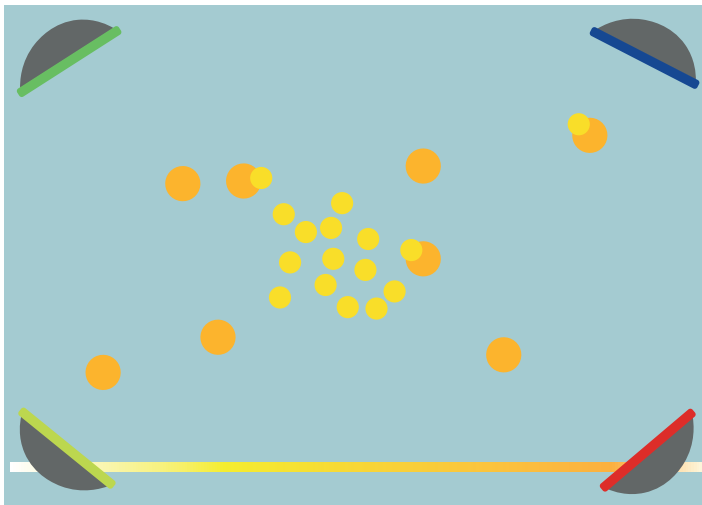
Game 3



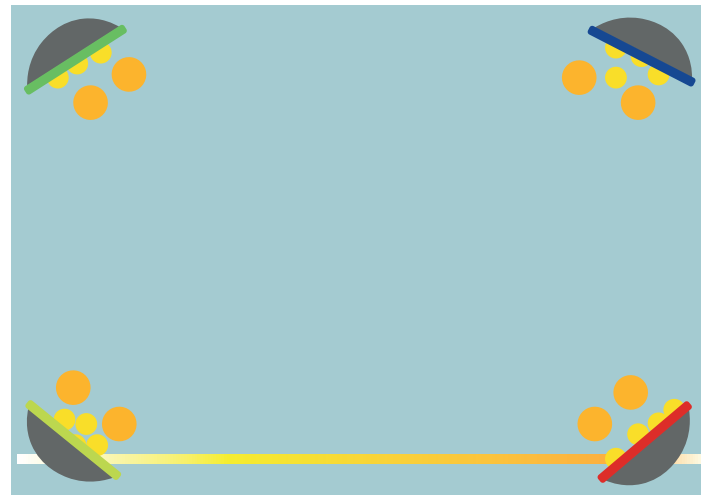
Tell the children to go and stand by the goal of what colour bib they are wearing



Then explain when Coach tips all the balls out of the buckets they have to get as many footballs as possible in the back of their net



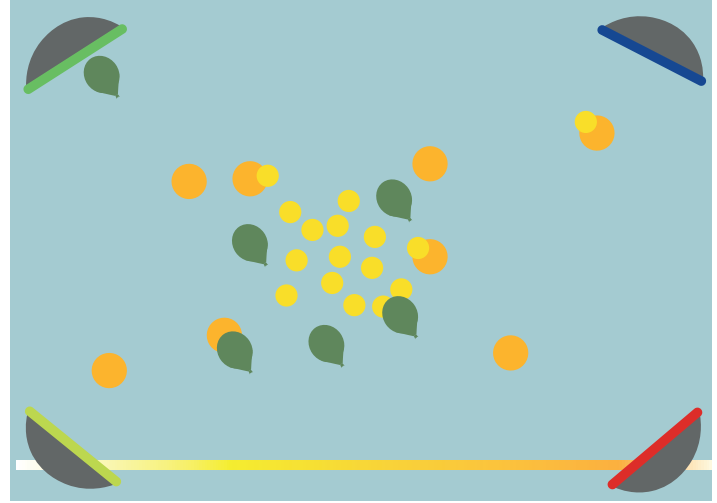
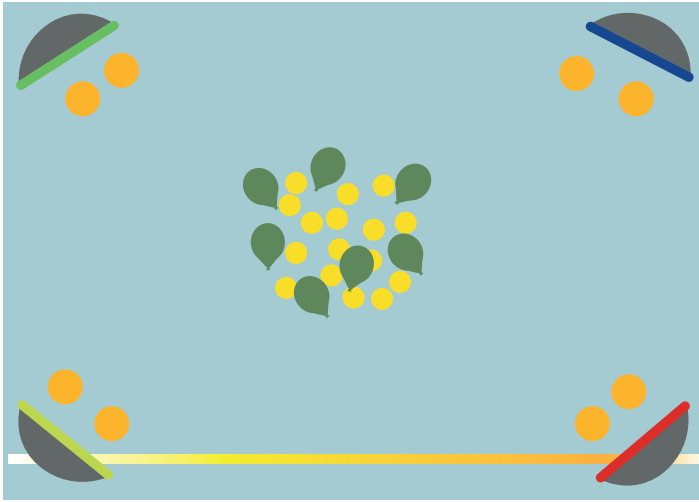
Get all the children to get as many footballs as they can back to their colour goal



Whoever has the most amount of footballs in their goals wins

Main Games

Game 4



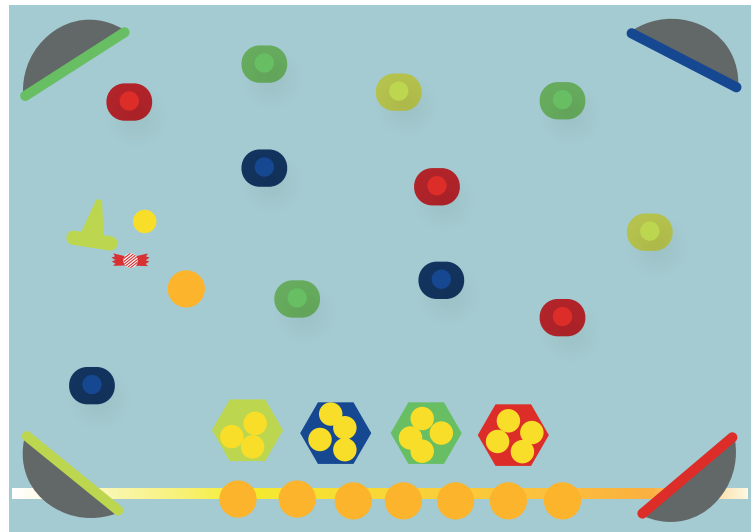
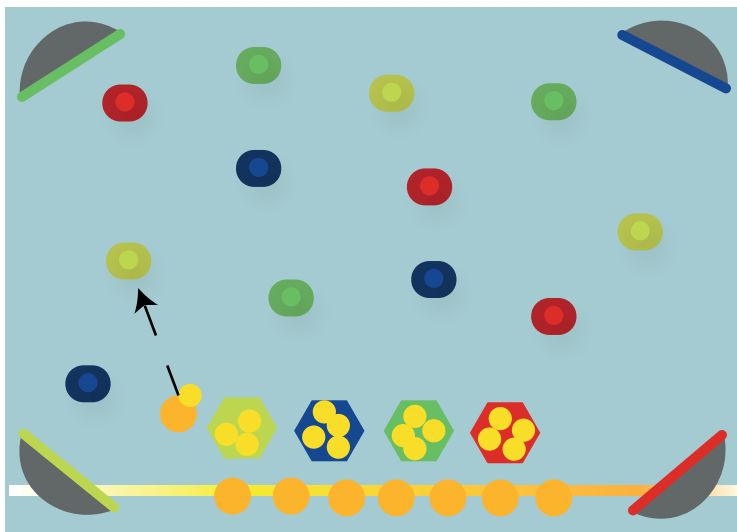
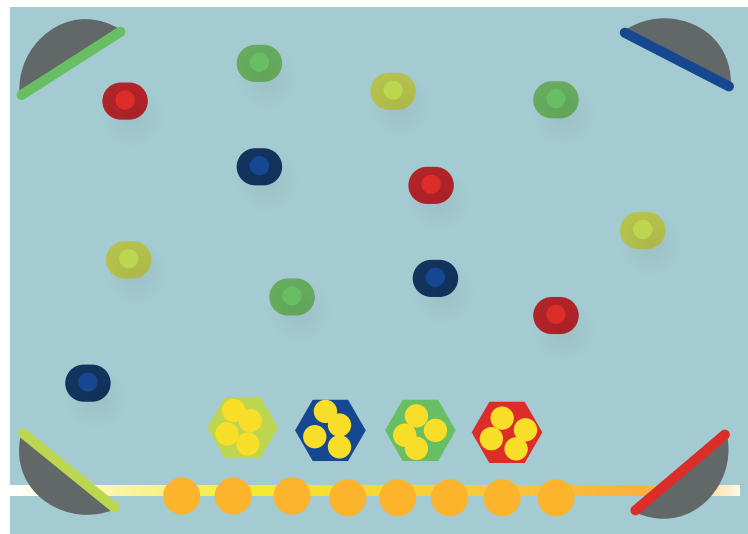
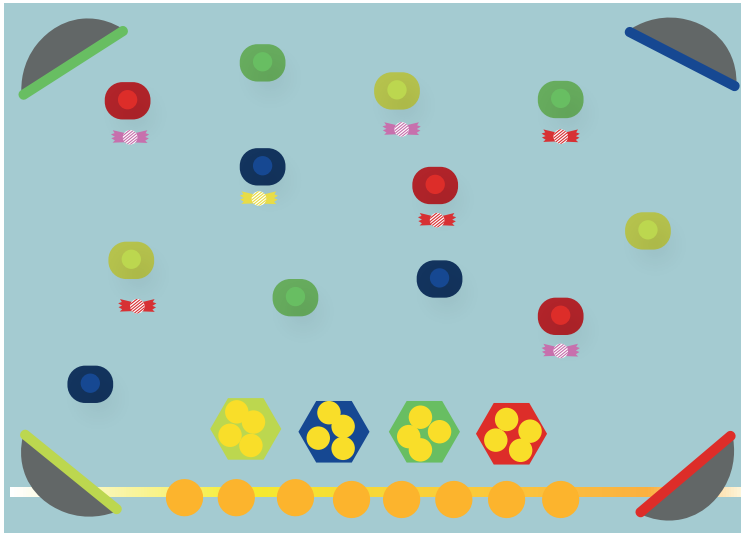
Exactly the same as the above but introduce the balloons so it is now as many balls and balloons in the back of your net – Tidy up balls back in the bucket leave the balloons in the back of the goals.



Drinks Break & Tidy Up

Main Games

Cool Down



While the children are having drinks break on the magic line – BabyBaller staff now hides sweets under the flat cones that are still in a semi-circle. Children are then told they are some presents hidden and they have to try and find them taking their football with them if they are old enough to do little kicks.

Classic Party Games

You can also recreate classic party birthday games and add a bit of BabyBallers into them.

What's the time Mr Wolf: The children chant "What's the time Mr Wolf" and the wolf replies with a time. The players hop that number of spaces forwards. If "Mr Wolf" answers with "It's dinner time" the players try to run back to the beginning of the hopscotch court before they are caught by "Mr Wolf". You can adapt this game to include footballs the children have to move their football however many spaces Mr Wolf says.

Ice Cream Race (Egg and spoon race) - The children must balance a football or similarly shaped item upon a tall cone and race with it to the finishing line without it falling off the cone. If the ball does fall the child must start again or they are out of the game.

Treasure Hunt - Hide sweet treats under cones and objects. The children then have to go and find those treats. This can be done in a variety of ways. The children can be instructed to find the sweet treats that are under the yellow coloured cones or blue etc.

Simon Says - A command starting with "Simon says" means that the children must obey that command. A command without the beginning "Simon says" means do not do this action. Anyone who breaks one of these two rules is eliminated from the remainder of the game. Often, anyone who speaks is also eliminated. For example "Simon says to put a cone on your head. All the children must do as you have just said and place a cone on their heads.

Skittles - Placing 6 - 10 tall cones in a set-up like bowling pins. Then from a distance get the children to kick a football at the cones to try and knock as many cones down as they can. Reset the cones and continue the game with the next child.

Balloon Relay - Split the birthday party into 2 teams and have them lined up next to each other. When you blow the whistle the child at the front must run with their balloon to the other side of the hall and on their way back pass the balloon to the next child in their line. That child then runs and so on. This game can be more creative by adding obstacles such as weaving in and out of cones, hopping onto coloured spots and jumping over tall cones.

Cat and Mouse (Tag) - Split the party into teams. Have half tuck a bib into their shorts making them the mice the other are the cats. On the whistle, the cats have to try and catch the mice by grabbing their bibs. Once everyone has been caught swap over.

Keep Em Up - Challenge the children to keep a balloon in the air for a minute. This can be in teams and see who can keep up off the floor for the longest.

Party Penalties

Every child gets a BabyBallers Sticker,
Birthday child gets a medal and present



#LearnThroughPlay

Coach Assessment





Head Coach Assessment

This is a coach assessment which is conducted by the franchisee. In this assessment the franchisee will mark the coach out of 10 for the following:

- 1 Did the coach turn up 15 minutes before the class started?
_____ 
- 2 Has the coach got on the right uniform and presented correctly?
_____ 
- 3 Has the coach set up the hall correctly?
_____ 
- 4 Has the coach made sure the footballs are pumped up?
_____ 
- 5 Was the hall I set up before parents arrive?
_____ 
- 6 Has the coach greeted parents and welcomed them into their class?
_____ 
- 7 Has the coach greeted children at their level and welcomed them to class?
_____ 
- 8 Has the coach explained to parents that are on a trial basis what is involved in our classes?
_____ 
- 9 Has the coach checked everyone in?
_____ 
- 10 Has the coach explained why we do certain movements in our class to the parents?
_____ 
- 11 Has the coach brought character to the class?
_____ 
- 12 Has the coach entertained the children?
_____ 
- 13 Has the coach treated the children equally?
_____ 
- 14 Was there an aspect of learning through play in each class?
_____ 
- 15 Has the coach brought imagination into the session?
_____ 

Head Coach Assessment

- 16** Has the coach appeared to influence the children and parents?
_____ 
- 17** Has the coach handed out stickers?
_____ 
- 18** Has the coach handed out medals?
_____ 
- 19** Has the coach mentioned each child's name a minimum of twice?
_____ 
- 20** Was the coach a team player?
_____ 
- 21** Has the coach cleaned and packed away all the equipment?
_____ 
- 22** Did the coach make the session age appropriate?
_____ 
- 23** Has the coach tidied up the equipment?
_____ 
- 24** Has the coach left the hall as it was found?
_____ 
- 26** **This is where you can add your own questions:**
_____ 
- 27** _____ 
- 28** _____ 
- 29** _____ 
- 30** _____ 

Design your own session plan

Name of session _____

Equipment _____


Design your own session plan


Name of session _____


Equipment _____


Assistant Coach Assessment


This is an assistant coach assessment which is conducted by the franchisee. In this assessment the franchisee will mark the assistant coach out of 10 for the following:


- 1 Did the assistant coach turn up 15 minutes before the class started? 


- 2 Has the assistant coach got the right uniform on and presented it correctly? 


- 3 Has the assistant coach helped set up the hall? 


- 4 Did the assistant coach help check the footballs are all pumped up? 


- 5 Has the assistant coach greeted parents and welcomed them into their class? 


- 6 Has the assistant coach greeted the children at their level and welcomed them to class? 


- 7 Has the assistant coach brought character to the class? 

- 8 Has the assistant coach entertained the children? 

- 9 Has the assistant coach treated the children equally? 

- 10 Has the assistant coach helped run the session smoothly? 

- 11 Has the assistant coach shown confidence into the session? 

- 12 Has the assistant coach been a team player? 

Assistant Coach Assessment

13 Has the assistant coach replenished the footballs to keep the games going?



Has the assistant coach set up each game ready for the coach to explain?

14



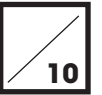
Has the assistant coach helped clean and pack away equipment?

15



This is where you can add your own questions:

16



17



18



19



20



Design your own session plan

Name of session _____

Equipment _____

Design your own session plan

Name of session _____

Equipment _____

Health and Safety



Health and Safety Policy

Aims

To create, and provide, a safe environment without a risk to the health and safety of children, BabyBallers team and parents.

To ensure Health and Safety is taken seriously by all members of the BabyBallers team and other persons who are affected by the club's activities.

Duties and responsibilities

We commit to:

- Assess the risks to Health and Safety in and around the setting.
- Introduce and review suitable procedures to eliminate or control any such risk identified.
- Ensure team members comply with safety instructions and practice and that team members also understand and accept their responsibility in relation to Health and Safety procedures.
- Ensure all accidents, incidents and dangerous occurrences are adequately recorded and reported.
- Ensure all team members, students, volunteers and any other adult who comes into contact with children at the club have appropriate and up to date Disclosure and Barring Service checks.
- Ensure at all times the Health and Safety and welfare of children, parents team members and others involved in the club's activities.

All team members will:

- Familiarise themselves with the Health and Safety policy and its place within their work.
- Take reasonable care for their own Health and Safety as well as of others who may be affected by their acts or negligence at work.
- Report and record any accidents, incidents of violent or verbal abuse, any hazard or dangerous occurrences to the designated person and appropriate format.
- Make sure the equipment and premises that are used by children, and the activities that are carried out at the club, are safe.



Safeguarding



Child Protection Policy Statement

BabyBallers Franchise Ltd acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, ethnic origin, sex or sexual orientation, socio-economic background, all children:

- have a positive and enjoyable experience of sport at BabyBallers Franchise Ltd in a safe and child centred environment
- are protected from abuse whilst participating in BabyBallers classes or outside of the activity.

BabyBallers Franchise Ltd acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy BabyBallers Franchise Ltd will:

- promote and prioritise the safety and wellbeing of children and young people
- enable a safe environment where children's voices are heard, and their welfare is promoted
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment/deployment of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in BabyBallers Franchise Ltd. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Monitoring

The policy will be reviewed a year after development and then every three years, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board, UK Sport and/or Home Country Sports Councils
- as a result of any other significant change or event.
(Last reviewed March 2020)

Safeguarding Children Policy and Procedures for BabyBallers Franchise Ltd

1: Introduction

- 1a) BabyBallers Franchise Ltd is a for-profit organisation run by Richard Elms
- 1b) BabyBallers Franchise Ltd is based at 23-25 Brook Road, Rayleigh, Essex, SS6 7XR
- 1c) Richard Elms is the director of this organisation and, is the Lead Safeguarding Officer of this organisation/ and the designated safeguarding officer is FA Safeguarding Qualification
- 1d) Richard Elms has adopted this safeguarding children policy and expects every adult working or helping at BabyBallers to support it and comply with it. Consequently, this policy should apply to the Team including members of staff, managers, franchise owners, coaches, assistant coaches, volunteers,

2: Purpose of the Policy

- 2a) This policy is intended to protect children who receive any service from us
- 2b) As an organisation we believe that no child or young person should experience abuse or harm and are committed to the protection of children and young people and this policy is intended to provide guidance and overarching principles to those who represent us as staff or volunteers, to guide our approach to child protection and safeguarding

3: The risks to children

Nearly every child grows up in a safe and happy environment and it is important not to exaggerate or overestimate the dangers. Nevertheless, there are situations where children need protection including:

- Sexual abuse
- Grooming
- Physical and emotional abuse and neglect
- Domestic violence
- Inappropriate supervision by staff or volunteers
- Bullying, cyber bullying, acts of violence and aggression within our classes and events
- Victimisation
- Self-harm
- Unsafe environments and activities
- Crime
- Exploitation

4: Recruitment Process

- 4a) We recruit franchise owners and coaches on the basis that they are DBS checked and certified
- 4b) We will share all policies and procedures with who work on behalf of BabyBallers Franchise Ltd
- 4c) We interview all franchise owners and staff before they start working with us
- 4d) Before franchise owners and staff start with us, we request identification documents
- 4e) We ensure that franchise owners have the correct training before they work on their own franchise, including their recruitment process of their coaches. Whereby they will ensure that their coaches are DBS checked and certified and have the correct training before they start coaching.

Safeguarding Children Policy and Procedures for BabyBallers Franchise Ltd

5: Safeguarding children at classes/ events

5a) There are three different classes:

- BabyBallers – for 16 months to 2 and a half years old
- MiniBallers – for 2 and a half to 3 and a half years old
- Ballers – 3 and a half to 5 years old

All the above classes are football and multi skills session. At these classes and activities, children must be accompanied by an adult over the age of 18. No child can attend without their parent/ guardian. The children arrive with their parent/ guardian and they also take their child away with them at the end of the session. Throughout the sessions, the parent/ guardian is responsible for supervising their child/children. Coaches and assistant coaches are there to teach and help with supervision. When using the toilet facilities, an adult must take their own child to use the toilet and bring them back to session when ready. Parents/ guardians enrol their children through a online booking system, in which they must provide, their name, their child's name, date of birth for the child, email address and two different contact numbers for the parent/ guardian and their home address, they are entitled to choose to tick a box to accept photography and marketing conditions.

5b) Events occurring throughout the year:

- Yearly Charity Match in Aid of Little Haven's
- Other Events

At the events, the BabyBallers team are in full control of running the event, and they are open to the public. Children from BabyBallers classes attend the event and are always accompanied by their parent/ guardian. All events take place in a closed off area, where no one can get in or out without their ticket to hand or proper identification. A fully qualified paramedics team are present at each event with a fully kitted ambulance, including oxygen and an AED.

All events are to be defined broadly to include any occasions where BabyBallers Franchise Ltd will be providing services.

6: Disclosure and Barring

6a) BabyBallers Franchise Ltd offers football and multi skills sessions for children.

6b) Our sessions require coaches and assistant coaches to undergo DBS checks.

6c) The team will take very seriously any allegation of impropriety on the part of any member of the BabyBallers team. A member of BabyBallers who discovers anything amiss should get in touch immediately with the following:

- Richard Elms
- ?

6d) The designated safeguarding officer and deputy safeguarding officer will review the allegation and the likely risk to children and, if appropriate, will consider banning the member from future events or revoking his or her membership or both, but only in full accordance with the rules and procedures of BabyBallers Franchise Ltd.

Safeguarding Children Policy and Procedures for BabyBallers Franchise Ltd

7: Health and safety aspects of safeguarding children

7a) For all Franchisee's starting classes, a risk assessment will be required from the site manager. If a risk assessment is not provided by the site manager, the franchisee must carry out a risk assessment for the premises. Parent/ guardians will be notified of any particular risks and will take appropriate steps to minimise all risks to health and safety. The risk assessment will be approved by the designated safeguarding officer.

7b) Before starting an event, the designated safeguarding officer will carry out a risk assessment and take steps to minimise all risks to health and safety. Parents/ guardians and children will be made aware of any particular risks and of the steps to be taken to minimise those risks. The designated safeguarding officer will keep record of all risk assessments

8: Policy on the prevention of bullying

We will not tolerate the bullying of children either by adults or by other children. If any incident of child-on-child bullying should arise at a BabyBallers class or event, those involved will be separated immediately and the parents of the children involved will be asked to deal with the matter. The team and the designated safeguarding officer will review all incidents of child-on-child bullying and assess the likely future risk to children. If appropriate, the team will consider banning a child from future classes and events. Allegations of adults bullying children will be dealt with under paragraph 6d above

9: Photographing children

People must expect to have their photograph taken at many of our classes and events and we reserve the right to publish suitable photographs of those attending, along with the names and members involved.

10: Managing behaviour, discipline and acceptable restraint

10a) Coaches and assistant coaches supervising children at BabyBallers classes must never use any form of corporal punishment. If physical restraint is absolutely necessary to prevent injury to any person or to prevent serious damage to property, then the minimum necessary restraint may be used – but for that purpose only.

10b) Unacceptable behaviour at BabyBallers classes and events will be generally stopped by separating children from each other and if necessary, from the group.

10c) BabyBallers Franchise Ltd may apply a further disciplinary sanction, namely the banning of the child from one or more future events to the organisation's discretion.

10d) A parent who is aggrieved by this ban may appeal to BabyBallers Franchise Ltd who will hear the views of all relevant persons. The decision of BabyBallers Franchise Ltd is final.

•This policy has been drawn up in accordance with:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- General Data Protection Regulation
- Human Rights Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Special educational needs and disability (SEND) code of practice – Guidance on the SEND system for children and young people aged 0-25, from 1 September 2014
- Working together to safeguard children (2017)

NOTE: This Policy was approved by the following officer on (date) and is due for review after the first year and every 3 years thereafter: (name)

BabyBallers Franchise Ltd Incident Report Form

Your name:	Name of organisation:
Your role::	
Contact information (you): <i>Address:</i> <i>Telephone numbers:</i>	<i>Postcode:</i> <i>Email address:</i>
Child's name:	Child's date of birth:
Child's ethnic origin: <i>Please state</i>	Does child have a disability: <i>Please state</i>
Child's gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Parent's / carer's name(s):	
Contact information (parents/carers): <i>Address:</i> <i>Telephone numbers:</i>	<i>Postcode:</i> <i>Email address:</i>
Have parent's / carer's been notify of this incident? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES please provide details of what was said/action agreed:	
Are you reporting your own concerns or responding to concerns raised by someone else: <input type="checkbox"/> Responding to my own concerns <input type="checkbox"/> Responding to concerns raised by someone else	
If responding to concerns raised by someone else: <i>Please provide further information below</i> <i>Name:</i> <i>Position within the sport or relationship to the child:</i> <i>Telephone numbers:</i> <i>Email address:</i>	
Date and times of incident:	
Details of the incident or concerns: <i>Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.</i>	
Child's account of the incident:	

Please provide any witness accounts of the incident:

Please provide details of any witnesses to the incident:

Name:

Position within the club or relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone number:

Email address:

Please provide details of any person involved in this incident or alleged to have caused the incident / injury:

Name:

Position within the club or relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone number:

Email address:

Please provide details of action taken to date:

Has the incident been reported to any external agencies?

- Yes
 No

If YES please provide further details:

Name of organisation / agency:

Contact person:

Telephone numbers:

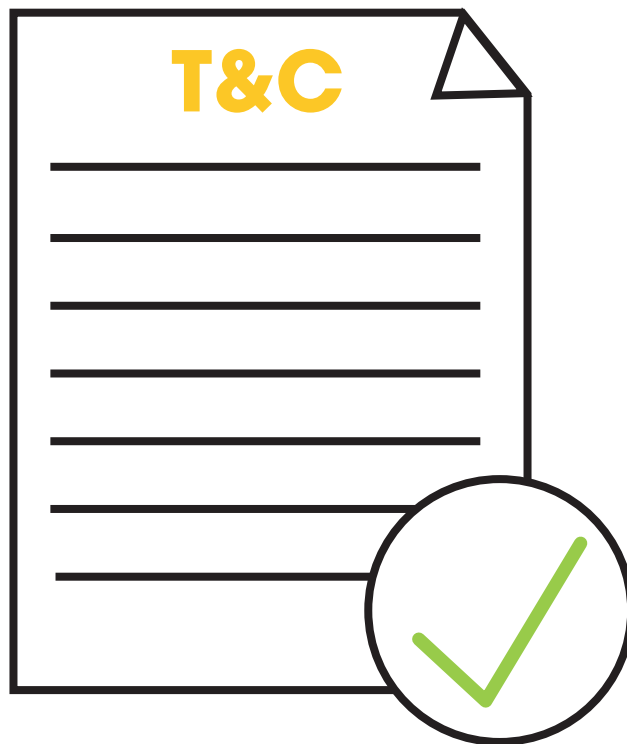
Email address:

Agreed action or advice given:

Your Signature:	Print name:
Date:	

Contact your organisation's Designated Safeguarding Officer in line with (BabyBallers Franchise Ltd) reporting procedures.

Terms & Conditions



Please make sure this is added to your Class For Kids under the settings area

BabyBallers Terms And Conditions

1. Acceptance of Terms and Conditions.

1.1

Please read these terms carefully before you book our classes. These terms tell you who we are, how we will provide classes to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

1.2

All those wishing to attend a BabyBallers Class must agree to the terms and conditions set out below. The Terms shall be deemed to have been accepted by the Parent upon payment of the Fee by or on behalf of the Parent. Payment by the Carer shall be deemed to have been made on behalf of the Parent.

1.3

These are the terms and conditions on which we provide BabyBallers Classes to you. No variation or addition to the Terms shall be binding unless agreed in writing by BabyBallers and the Parent.

1.4

All agreements relating to the teaching of the Class by BabyBallers to the Pupil are subject to these Terms to the exclusion of all other terms and conditions.

1.5

In the unlikely event of a customer failing to abide by these terms and conditions, a customer may be requested to discontinue with BabyBallers. In this instance BabyBallers will be under no obligation to provide a refund for any outstanding lessons.

1.6

The Parent and/or Carer agrees to keep the content of the BabyBallers Classes confidential and not to copy or use any aspect of the BabyBallers Classes directly or indirectly. The Parent and/or Carer agrees not to directly or indirectly manage, operate or assist in the organisation of any business which competes with BabyBallers while the Pupil is a member of BabyBallers and for a period of two years afterwards.

2. Information about Head Office and how to contact us.

2.1

BabyBallers Franchise Limited, is a company registered in England, number 10582027. Our registered office address is Henry Brake House 46 Hullbridge Road South Woodham Ferrers, Chelmsford, Essex, England, CM3 5NG

2.2

For specific questions about your BabyBallers Class, please contact us directly by email support@babyballers.com

2.3

If we have to contact you we will do so by text message (including WhatsApp), telephone or by writing to you at the email address or postal address you provided to us upon booking a Course.

3. Booking, Payment & Cancellation.

3.1 Booking a class

3.1.1

You can make a class booking with your local BabyBallers provider online at their dedicated booking website.

3.1.2

You must provide us with specific personal information in order to book a class with us. Full details of the information we collect can be found in our Data Privacy Policy here:

<https://www.babyballers.com/privacy-policy>

3.1.3

During the booking process, you will be asked to read and agree to our Terms and Conditions (this document), which include our Session Rules. Upon completion, you will receive a confirmation email detailing what you have booked, information about the time/location of your Course and other information about the programme.

3.1.4

All class timetables are correct at time of publishing. If your class time/location changes, your local provider will contact you.

3.1.5

All of our prices include standard rate VAT where applicable.

3.2 Payment

3.2.1

Lessons are paid for monthly in advance and must be paid in full prior to the Pupil commencing the Course. Your initial payment will comprise your first month of Course Fees as well as the Membership Fee. Subsequent monthly payments will be taken automatically on the 1st of every month. Your monthly Fee will be based on your current class Fee, reduced by any credits that are on your account e.g. cancelled lesson credits.

3.2.2

You hereby authorise BabyBallers to take automatic monthly payments on the basis described in 3.2.1 above until such time as you give us 30-days written notice to cancel this authorisation. Payments will be taken from the card from which you made your last payment. If you want to change the card details, please contact your local BabyBallers provider.

3.2.3

It is your responsibility to make sure that there are sufficient funds in your account and that the saved card is valid. If an automatic payment has failed, you will be notified and there will be two more attempts for payment to be made. If payment is still not processed you will lose your place in the class. You will be responsible for any fees or penalties that BabyBallers incurs as a result of a failed payment.

3.2.4

The Fee is non-refundable under any circumstances whatsoever except with the prior written agreement of BabyBallers, unless the child has attended the first class of their Course and given notice (in writing) that they will not be continuing to attend classes within 24 hours of attending the first class, in which case the course fees, excluding any Membership Fee, will be refunded in full within 30 days.

3.2.5

If classes are cancelled as a result of an "Act of God" (e.g. disruption resulting from extreme weather conditions, earthquakes, etc), strikes, terrorist activity, or where local authorities/public guidance advise that classes should be temporarily suspended for health or other reasons, then no refunds nor credits shall be given.

3.2.6

If your class fee changes you will be notified of your revised payment schedule by your local BabyBallers provider.

3.2.7

Birthday Parties and Holiday Courses are run separately from our regular Courses. Payment for these will be taken separately from your automatic monthly payments and will not affect your regular payment due dates.

3.2.8

When paying online, we will accept: Visa Credit, Visa Debit, MasterCard Credit, MasterCard Debit, Visa Electron, JCB.

4. Cancellation by BabyBallers

4.1

BabyBallers may cancel this contract at any time before the Pupil commences the Course for any reason whatsoever. BabyBallers shall not be liable for any loss or damage whatsoever arising from such cancellation.

4.2

In the unlikely event of 'last minute' lesson changes or a lesson cancellation by us, BabyBallers will notify you with as much notice as possible. BabyBallers will not reimburse any expenses incurred by a customer failing to pick up their message.

4.3
If a lesson is cancelled by BabyBallers, we will offer you a credit for the value of the cancelled lesson to be added to your account, which will be deducted from your next automatic payment.

4.4
If insufficient children are booked into your class, we reserve the right to cancel the class. In this instance we will offer you either an alternative class to attend or a refund will be given for any remaining sessions after the cancellation.

4.5
In the event of cancellation by BabyBallers prior to the commencement of the Course by the Pupil, BabyBallers will refund any fees for outstanding classes within 30 days

4.6
The Parent understands that sessions are ongoing and to be used consecutively. No credits or refunds will be issued for missed classes (see Clause 5).

5. Attendance

5.1
Your lesson payment has reserved your place just for you and if you miss a lesson for any reason we are unable to refund you. If you know you are unable to attend a lesson, please let us know by giving at least 48 hours notice by emailing or telephoning your local provider.

5.2
If, having let us know you are unable to attend your normal lesson, your circumstances change and you are, in fact, able to attend the lesson, you must speak to your local provider first. Please do not just turn up to your normal lesson as; if the lesson is full, your child will not be able to play for insurance reasons.

5.3
If you are unable to attend your session you may choose to "Send-a-Friend" instead. The BabyBallers send-a-friend option enables parents to send a 'substitute' child, in place of their own for any missed sessions. Subject to availability. Please contact your local provider for more details. The substitute child must be the correct age to attend the customer's class.

6. Cancellation by the Parent / Carer

6.1
The cancellation rights generally available to consumers in accordance with their statutory rights do not apply to the classes provided by us

6.2
For New Customers our customer guarantee is that you will love the BabyBallers classes, however if for any reason you attend your first session and decide that it is not for you, we will offer you a full refund as long as you notify us in writing of your intention not to continue, within 24 hours of attending your first session. If your request is not received in writing and/or is received after 24 hours of your first session, you will not be eligible for a refund.

6.3
Existing customers who want to cancel their course can do so by notifying their local provider, in writing, and giving 1 month's (30 days) notice. BabyBallers will confirm the date of the customer's final class when the notice has been received. No refund nor credit will be given for any class(es) that are unattended prior to and including the customer's final class, unless BabyBallers cancels a session (see clause 4).

7. Parent's Responsibility.

7.1
The Parent warrants and represents that;

7.1.1
The information set out in the Registration Form (whether or not completed and/or signed by the Parent) is accurate in all respects and the Parent will notify BabyBallers of any change in such information immediately.

7.1.2
When attending the Course, neither the Pupil nor the Carer will be suffering from any contagious illness, disease, injury or anything similar thereto.

7.1.3

It is the customer's responsibility to inform the local provider of any condition that could affect their own* or their child's capabilities during sessions. You must agree to inform us of any changes, as soon as you become aware of them. This can be updated by contacting your local office. All information provided to us will be treated as strictly confidential.

BabyBallers classes require Parent participation.

7.1.4

The Parent acknowledges and agrees that the Pupil shall be deemed to be under the direction, care and control of the Carer throughout the Class and the Carer shall be responsible for the welfare and conduct of the Pupil throughout the Course and whilst the Pupil is on the Premises.

7.1.5

The Parent shall indemnify and keep indemnified BabyBallers against all loss (including loss of profit), liability, costs and expenses which BabyBallers shall incur directly or indirectly as a consequence of any action or inaction of the Parent, the Carer or the Pupil.

7.1.6

Customers are expected to behave in a civilised and respectful manner at all times towards the Coaches, other customers and any members of the public who are on the Premises. In the event that BabyBallers determines the behaviour of the Pupil and/or the Parent/Carer to be unacceptable, BabyBallers shall be entitled to exclude the Pupil and the Parent/Carer (or either of them) from Course and Premises permanently or for such period as BabyBallers shall (in its entire discretion) determine.

7.1.7

The standard of behaviour which is to be regarded as unacceptable at a Course or on the Premises shall be determined by BabyBallers.

7.1.8

he Parent is allowed to bring siblings of the Pupil onto the Premises as long as they do not get involved in the lesson (unless the sibling enrolls into the appropriate age-group class). The sibling is the responsibility of the Parent/Carer at all times. If the sibling needs attention that requires the Parent/Carer to leave the Premises, the Pupil must accompany the Parent/Carer and must not be left with the Coach.

7.1.9

Customers accept that at times there will be physical contact between the teacher and their child, which will always be carried out in a professional and caring manner.

7.2. Session Rules;

7.2.1

For Health and Safety purposes please supervise your child(ren) around the pitch/venue prior to your session start time.

7.2.2

Please remember that you are the responsible adult for your child when he/she is attending a BabyBallers session*. Responsible adults should stay within easy sight and reach of their child at all times.

7.2.3

Please help us start and finish sessions on time by arriving promptly for your session and taking any litter home with you when you leave. Please let the coaching team know if you have to leave the session early for any reason; this is for emergency evacuation purposes.

7.2.4

Please keep siblings, buggies and associated equipment off or as far back from the playing area at all times. 'Pitch invaders' are not covered by our accident insurance if they cause or are involved in an accident (see Clause 7.1.8)

7.1.3

It is the customer's responsibility to inform the local provider of any condition that could affect their own* or their child's capabilities during sessions. You must agree to inform us of any changes, as soon as you become aware of them. This can be updated by contacting your local office. All information provided to us will be treated as strictly confidential.

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7.2.4

Please keep siblings, buggies and associated equipment off or as far back from the playing area at all times. 'Pitch invaders' are not covered by our accident insurance if they cause or are involved in an accident (see Clause 7.1.8)

7.2.5

Please assist us to ensure that the session runs smoothly by firmly requiring your child to sit with you on the sidelines for a full 3 minute 'time-out and calm down' as may be requested by the Coach at any time during the session.

7.2.6

Parents/Carers should provide water but no food must be eaten on the pitch to avoid the hazard of choking.

7.2.7

Parents/Carers should take all litter home with them following sessions.

7.2.8

To comply with our 'Safeguarding & Child Protection Policy' and best practice, we request that parents/carers DO NOT take photographs or videos at BabyBallers sessions. Whilst our coaches will do their best to enforce a total ban on the use of photographic/film or video equipment by parents/carers at classes, due to the nature of their work and the concentration required during the delivery of sessions, we are unable to guarantee this, and your cooperation would be appreciated. From time to time BabyBallers may organise class photo shoots, but only where all parental consents have been obtained.

7.2.9

Please try to keep noise and disturbance from the sidelines to a minimum to avoid distracting your child and others.

7.2.10

Please ensure your child is wearing athletic clothing and proper footwear for each session. Ensure that you have packed appropriate clothing for all weather conditions for those sessions that are running outdoors (your local BabyBallers provider will notify you if a session takes place outdoors).

7.2.11

Although general advice will be offered, no requests for transfers, moving up age groups or changing venues or sessions can be confirmed on the spot at classes. Absolutely no cash/cheques or enrolment forms will be accepted at the class. Please call the administration number on your enrolment information to discuss the matter with the administration team.

8. Complaint's Procedure

8.1

We hope you will be delighted with our service but if you are at all unhappy please follow our complaints procedure:

8.1.1

Speak to the Coach, or telephone your local BabyBallers provider, who will try to resolve the matter to your satisfaction.

8.1.2

If the response is not satisfactory, please send your complaint in writing to your local BabyBallers provider.

8.1.3

If the response from your BabyBallers provider is not satisfactory, a written complaint should be submitted for the attention of the Director at BabyBallers Franchise Ltd (Head Office) to the email address of info@babyballers.com