

Shine21 session conditions

Attendance

The session dates will be sent to you at the start of each term. If you are unable to attend a session due to a hospital appointment or holiday please email development@shine21.org with at least 48 hours notice. If you are unable to attend a session due to sickness please inform Louise Mouncey (07763855044) prior to the sessions start time.

We ask that families commit to regular attendance of a full term of sessions, to ensure that the therapists can plan, the children get the most from their therapy and Shine21 can budget appropriately.

Failure to attend 3 sessions per term without reasonable explanation or notice may result in your child being declined a place in their future sessions.

Session Start times

You will be informed of your session start time at the start of each term. We ask that you arrive for a prompt start. We appreciate there will be times when traffic or matters out of your control may make you late however, please inform Louise Mouncey (07763855044) if this is the case so we are aware to still expect you. If you arrive more than 10 minutes late to a session, without notification, you may not be turned away from the session. This is to prevent disruption to the other children and also reduce the confusion for your child as they will have missed the start of the session.

Your attendance

We ask that you remain with your child throughout the session, with the exception to quick toilet breaks etc. Leaving a session can cause disruption and also cause confusion and upset to your child.

Mobile Phones

Please place your mobile phone on silent for the duration of the session. Quick urgent phone calls may be taken if essential.

Resources

Shine21 is happy to loan/provide a range of resources which are recommended at the sessions. We ask that you bring these resources to the sessions so the therapist can assess your child's development and progress. Once your child has finished with a resource we ask that you return it so another child use it.

Your child's therapist will provide advice and guidance on activities to complete at home. Although we aim to provide regular sessions, continuing learning at home on a daily basis is essential. Our therapists have to assess their impact on each child they see, if they do not feel sufficient progress is being made they may decide supporting your child is not beneficial and suggest an alternative.

Policies and Procedures

All parents and carers attending the sessions should review the policies, in particular code of conduct and safeguarding which can be found on our website.