

Kids Learning Centre Policies

Code Of Conduct

At the Golfers Hideaway, Learning Centre we encourage a positive and safe atmosphere. It is expected all juniors conduct themselves in an appropriate manner. This includes (But is not limited to) no foul language and no bullying.

Drop-Off/Pick-Up

The Golfers Hideaway Pick-up and Drop-Off procedure requires all parents and guardians display ID to a program staff member. This ID must match the pre authorized pick-up person(s). This process is mandatory as it ensures the safety of the program patrons and attendees. Without ID, our staff will contact the authorized person(s), confirming the pickup.

First Aid and Injury Care

The camp's position on injury is based on the Good Samaritan Act and use of universal precautions. Staff will assist any injured people to the level of their training, and follow our emergency response protocol. This stipulation acknowledges that different staff members have different training and experience with emergency situations. Not all injuries require full emergency-response measures, but all must be reported directly to the camp director.

Emergency Responses

Emergency Transportation will be provided by the local ambulance services. Ambulances will be used only if necessary due to serious injuries and/or needs special equipment or any other circumstance in which it is deemed a necessity. It is the responsibility of the camp director to contact local EMS Systems and arrange their services.

Contacting Parents

Contact with the parents/guardians is established by phone during an emergency. During registration each attendee's registration form will contain contact information. Any contact to parents/guardians will be initiated by the camp director but can be delegated to an appropriate staff member. Since the program has no way of determining what each person considers an emergency, the general camp practice is to contact parents when there is concern about a person's health and/or when a situation is not progressing as expected.

Due to remote access to voicemail, it is expected that camp personnel leave voice messages on answering machines that appropriately communicate the need for a given parent to call the camp. All contact, successful and unsuccessful, is documented on the individual's health form.

Medication

It is company policy that all necessary medication; epipens, insulin, Etc. Must be left in the hands of the camp director.

Cancellation Policy

1. All Requests for refunds must be made in writing and emailed to:
Customercare@golfershideaway.ca
2. A 20\$ non-refundable administration fee is applied to any and all cancellations.
3. No refunds will be given with less than 14 days notice before the start date of the program
4. No show = No refund
5. In all circumstances, a full refund will be issued for withdrawals due to medical reasons when a medical certificate is presented