

# Special Needs Policy

As part of the Company Health & Safety policy we have introduced this policy to ensure that all our customers can have an equal experience.

The policy is designed to give the club knowledge to ensure that they deal with all situations that occur out of the ordinary in a quick, safe, positive and professional manner.

As someone who is responsible for children who have a variety of needs you will understand that people outside your situation do not fully understand or know how to react to situations that occurs.

## **What we need you to do**

On entering the club we would like you to make yourself known to the reception team along with any information with regards any potential medical assistance or behavioural issues. This information should be past on to the management team so that in any event that occurs during your visit the Duty manager can be fully ready to assist you.

We would like to thank you for your support in this matter and hope you see it in a positive light. If you would like to discuss the policy or the contact please contact the club s general manager.

