



CARDIFF'S WINTER WONDERLAND SCHOOLS

INFORMATION PACK

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Section 1 ABOUT CARDIFF'S WINTER WONDERLAND

ABOUT CARDIFF OUTDOOR ICE RINK

About Cardiff's Winter Wonderland

This year is the 18th annual Cardiff's Winter Wonderland. It is situated on City Hall Lawns, in Cardiff's City Centre. The Winter Wonderland is in very close proximity to Cardiff Castle, whilst the Natural History Museum of Wales and City Hall forms the backdrop to the Winter Wonderland. The event receives over 350,000 visitors each year, with over 60,000 skating on the temporary real ice rink at the Winter Wonderland over the 9 week period.

Skate in The Dry !

As last year, this year's ice rink shall be under cover ! This years ice rink shall be housed inside a huge clear marquee. At Cardiff's Winter Wonderland you will be able to skate and even spectate, even when its wet and raining and stay dry ! However, please remember that this event, by its very nature is an outdoor event and we recommend that you wear suitable clothing.

Maximum Rink Capacity

Allowing a safety area of 3M² per skater, the maximum permissible capacity at any one time is 333 skaters however for comfort and enhanced enjoyment 11th Hour Ice Ltd operate the rink at a capacity of 300 skaters per session and 60 Penguins.

Rink Infrastructure

11th Hour Ice Ltd shall be providing the real ice rink at Cardiff. 11th Hour Ice Ltd shall also be providing all the technical infrastructure for the ice rink at Cardiff's Winter Wonderland. From the ice rink and handrails to chillers, generators, electrical systems, lighting and over 1000 pairs of skates. 11th Hour Ice, and its excellent management team shall be the team behind this year's rink at Cardiff's Winter Wonderland.

WIN A FREE TRIP TO TECHNIQUEST

This year we have teamed up with Techniquest, to offer a free school trip to any school that books to go skating before the 1st December 2018!

All you have to do is book a school group of 20 or more pupils to be in with a chance to win a school trip for up to 100 pupils to Techniquest! (Please note, transport costs are not included within the prize)



Section 2 SCHOOL SKATING SESSIONS TIME-TABLE

School Sessions operate daily from Nov 15 thru Dec 21, however times vary.

REGULAR SCHOOL SESSIONS:

Weekday sessions between 110hrs and 1500hrs

ACCESS SESSIONS:

(See Section 8 for full access details)

Dates:	Session Time:
Nov 20	1215H
Nov 22	1600H
Nov 27	1215H
Nov 29	1600H
Dec 4	1215H
Dec 6	1600H
Dec 11	1215H
Dec 13	1600H
Dec 18	1215H
Dec 20	1600H
Dec 27	1600H
Jan 1	1215H
Jan 3	1600H



Section 3 SCHOOL SKATING PRICES

Pupil Ages: 3 years – 16 Years old

Cost Per Pupil / Per Session	£4.50
Penguins – Per Pupil / Per Session	£5.00 (Max. of 40 Penguins per session)
Cloakroom	£1.00 per Item
All Teachers	FREE

IMPORTANT NOTES:

Maximum Booking School Group Per Session Time: is 70 Pupils (excluding Teachers)

TEACHER to PUPIL RATIOS:

Pupils of 3-7 years old are not allowed on the ice unless accompanied by adults to the ration of 1 adult to a maximum of 2 children.

For pupils over 8 years and older it is recommended that the staff / pupil ration is at least 1:15 (One teacher per 15 pupils).

What to do on arrival at Cardiff's Winter Wonderland ?

Please ensure that you have the correct number of pupils for as per your booking. Ensure you have your ticket and proceed to the skate exchange marquee around 20 minutes before your session start time.



Section 4 HOW TO BOOK ICE SKATING FOR SCHOOLS

All school bookings must be made directly with 11th Hour™, via email or telephone.

TELEPHONE BOOKINGS : **02920 099087**

BOOKINGS BY EMAIL: **tickets@ice-skate.co.uk**

Section 5 PAYMENT FOR SCHOOL BOOKINGS

All school bookings must have been paid for either:

At the time of making the booking;

Or, within 14 days after making the booking, no exceptions.

Payment can be made via:

CHEQUE –	Payable to:	“11 th Hour Ice”
CREDIT CARD –	Visa & Master Card	(Charges apply for Credit Cards)
BANK TRANSFER –	Account Name:	11 th Hour Ice
	Sort Code:	30-91-63
	Account Number:	17629568

IMPORTANT NOTES ABOUT YOUR PAYMENT:

All school booking must be paid for in full at the time of booking or within 14 days of making the booking.

- 1) All bookings remaining unpaid after the 14 days shall be released, for general sale, and the booking cancelled, without consequence to 11th Hour™.
- 2) To avoid disappointment please observe the payment terms above.
- 3) All sales are final, with no refunds, standard terms and conditions apply.
- 4) No payments are accepted “on the day” all bookings must be paid for in full in advance of your arrival, no exceptions.



Section 6 SCHOOL SKATING RECOMMENDATIONS

11th Hour Ice Ltd., recommend the following be taken into consideration and passed on to all pupils who will be attending the rink.

- When booking your school groups, we recommend that you consider the age range, as we have limited amounts of skates in each size. Please note that 3-7 year olds are not allowed on the ice unless accompanied by an adult in skates to a ratio of 1 adult to a maximum of 2 children.
- Please ensure that all persons (staff, adults & pupils) bring, and wear gloves whilst on the ice.
- Please ensure that all pupils & skaters have hats and scarves.
- We recommend people wear long trousers, or sport type bottoms. Socks must be worn; longer and thick ones are better.
- It is recommended that pupils wear several layers of clothing which can be removed as they get warm. Whilst the rink is undercover and protected from the rain, the rink surface can be wet and the weather can be cold and wet also. Please remember that this is an outdoor event and suitable clothing is advised.
- Please ensure that all pupils bring with them any prescription drugs that they may be on, and that all pupils that require inhalers have them with them.,
- First Aid Medics are present at the Winter Wonderland, during operational hours.
- Our on-ice marshals, although competent skaters, are not skating teachers / coaches. They will assist and control the sessions but individual assistance is not permitted.
- Prior to your groups' visit, please ensure that you familiarize yourself with the Terms and Conditions appertaining to the rink safety and rules and regulations (Section 7).
- Management will not be responsible for any losses, accidents or injuries, however sustained by users of the ice rink. Skating is a sport, and skaters participate at their own risk. Like all sports there is an element of risk, however if these recommendations and terms and conditions are followed the sport of ice skating is as safe as any other sport.
- 11th Hour Ice Ltd or 11th Hour Events Ltd can accept no responsibility for any injuries which might occur during the activity. Our standard terms and conditions apply regarding skating or entering on the ice pad. (See Section 7)





Caution
Ice
Slippery
surface

Section 7 TERMS AND CONDITIONS OF ICE SKATING

ALL SKATERS ARE REMINDED THAT THEY SKATE AT THEIR OWN RISK

The following Rules and Regulations are for your safety – please ensure that you have read them before taking to the ice and listen to all instructions from our ice marshals and management staff.

Please Do:

- Do put your skates on in the skate exchange area, and use the seating provided.
- Do keep away from the ice area when resurfacing is taking place.
- Do skate in an anti-clockwise direction unless directed otherwise*
- Do obey skating marshals / management requests.
- Do put litter in the bins provided.
- Do ensure your skates are worn correctly.
- Do wear suitable attire for an outdoor event and for skating.
- Do try to keep noise levels to an acceptable level (i.e no screaming or shouting)
- Do report any accidents to a member of staff.
- Do always listen and obey the staff's instructions.

* Please Note: you are required to skate in an anti-clockwise direction, however on some occasions staff may instruct all skaters to skate in a clockwise direction. Please ensure that you skate in the correct direction always, or as directed.

Please Do Not:

- Do not smoke anywhere at the ice rink
- Do not go on the ice without wearing skates or safety gripper shoes
- Do not litter, place rubbish in the litter bins provided
- Do not wear "Hoodies" with the hood up.
- Do not take bags, phones or cameras onto the ice
- Do not smoke or vape whilst on the rink.
- Do not use mobile phones whilst on the ice rink
- Do not skate whilst under the influence of alcohol or other substances
- Do not take or use personal entertainment systems on to the rink
- Do not eat, chew or drink whilst on the ice
- Do not play tag, touch or any other games whilst on the ice
- Do not sit or climb on the rink barrier
- Do not skate across the middle of the ice, or against the flow of other skaters
- Do not skate in chains i.e holding hands. Only two people holding hands is allowed.
- Do not chip, throw or spray the ice
- Do not carry children and infants whilst on the rink
- Do not skate at excessive speeds – this rink is **not** intended for speed skating
- Do not skate backwards
- Do not stand still or gather in groups whilst on the rink
- Do not spin, jump or attempt acrobatic tricks or maneuvers – these are not allowed



SKATER'S CODE OF CONDUCT & ASSUMPTION OF RISK AGREEMENT

Skating is undertaken entirely at your own risk. Management will not be responsible for any loss or injury incurred. Skaters & Spectators understand and agree to the following:

By engaging in the sport of ice skating, both skaters and spectators are deemed to have knowledge of, and assume the risks associated with skating which include but are not limited to:

- a) Injuries that result from collision or contact with other skaters or other individuals who are on the skating surface.
- b) Injuries that result from slips, trips and falls.
- c) Injuries that involve objects or artificial structures, or obstructions that are within the properly intended path of travel of the skater.

(SEE SECTION 9 FOR FURTHER INFORMATION)

All Skaters & Spectators also agree to:

- The skater is to maintain reasonable control of his/her skating speed at all times.
- Read and abide by all signs and warning notices posted, whilst co-operating with ice staff.
- Maintain a proper lookout to avoid other skaters, objects or conditions on the ice surface.
- Accept responsibility for knowing the range of his/her abilities while on skates, and skate within the limits of that ability and as appropriate to the session on which he/she is skating.
- Refrain from skating whilst under the influence of drugs, alcohol, or other control impairing substance.
- Leave the surface of the ice when resurfacing maintenance is taking place, when sessions end, or as directed by staff.
- Refrain from taking food and drink on to the rink surface, and refrain from chewing gum.
- Refrain from acting in a manner that may cause or contribute to injury of themselves or any other person.
- Refrain from instigating or becoming involved in any type of altercations with any other skater or spectator and engaging in abusive, abrasive or disorderly conduct.
- Refrain from sitting and climbing on the barrier.

The rink management and organizers 11th Hour Ice Ltd hold the right to refuse entry onto the ice to anyone not complying with the above.

Skaters asked to leave or removed from the ice rink will not be refunded for their session fee if breaking this Code of Conduct.



Section 8 ACCESS SESSIONS

11th Hour™ focuses on providing an enjoyable experience for all that visit our attractions, regardless of age, abilities and backgrounds. We welcome ALL users to take to the ice, whilst we aim to provide a SAFE, inclusive and fun experience for all

We have worked to find creative approaches to physical access for all of our events and attractions. We aim to provide visitors with as much information as possible and pride ourselves on information sharing.

We are proud to be the first outdoor ice rink to offer dedicated “relaxed” sessions, designed to welcome visitors who may benefit from a more informal experience, such as those with autism, sensory or communication needs and wheelchair users.

Skating is a fun, pleasurable experience and whatever your age or ability, everyone can enjoy ice sports such as recreational skating.

During our access sessions, we shall offer dedicated members of our team to assist visitors access to the ice rink, free of charge. Our dedicated team members can be easily identifiable by their green hi-viz vests. When onsite, there is always a team member close at hand to offer you all / any assistance required.

If you cannot find the answer the answer to your access requirements please do not hesitate to call us on 02920 099087, where we shall gladly assist you. Further information can be found on the access section of our website www.cardiffswinterwonderland.com

Sensory Highlights:

During our dedicated relaxed sessions, unless otherwise requested, lighting shall be dimmed and static, and no music will be played.

Ear Defenders:

Music, Ice Pad machinery, groups using the attraction will generate varying levels of sound. We have a stock of ear defenders available for loan, on a return deposit scheme.



Wheelchair Guests & Companions

Wheelchair Companions & Personal Assistants

All wheelchair users must be accompanied on the ice by a companion aged 16 years or older. The companion **MUST** wear either ice skates or ice grip over shoes. We recommend for additional safety, ice grips, both are provided free of charge.

All wheelchair companions / personal assistants go free, whereby the wheelchair user must pay the applicable admission rate.

Companion Safety Note:

Soft sole shoes are strictly **NOT** permitted on the ice surface, where blades/skates are not worn – we strongly advise that ice grips should be worn. Your personal safety and the safety of others is paramount.

Wheelchair Safety on the Ice

A wheelchair can glide, often uncontrollably whilst on the ice, due to the lack of traction on the slippery ice surface. Therefore it is important that all wheelchair users and their companions adhere to the safety guidelines and terms and conditions.



Section 8 11th HOUR™ CHILD SAFE GUARDING POLICY

CHILD PROTECTION – SAFEGUARDING POLICY

1 Child Protection Policy

1.1 Introduction

Everyone who participates in ice skating or spectating is entitled to do so in an enjoyable and safe environment. 11th Hour has a moral and legal obligation to ensure that, when working with or around young people, all rink staff provide them with the highest possible standard of care.

11th Hour is committed to devising and implementing policies so that everyone involved with ice skating accepts their responsibilities to safeguard children from harm and abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing children and young people with appropriate safety/protection whilst participating in the sport of ice skating and to allow staff and organisers to make informed and confident responses to specific child protection issues.

A child/young person is defined as a person under the age of 18 (Children’s Act 1989)

1.1 Policy Statement

11th Hour is committed to the following:

- the welfare of the child is paramount
- all children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity should be able to participate in ice skating or spectating in a fun and safe environment
- taking all reasonable steps to protect children from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings
- all suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately
- all 11th Hour employees who work alongside children will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and/or training in good practice and child protection procedures
- working in partnership with parents and children is essential for the protection of children



1.2 Monitor and review the policy and procedures

The implementation of procedures should be regularly monitored and reviewed. The company Directors should regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required to the management staff and company staff.

The policy should be reviewed every 3 years or whenever there is a major change in the organisation or in relevant legislation.

2 Promoting Good Practice

2.1 Introduction

To provide children with the best possible experience and opportunities in ice skating.

It is not always easy to distinguish poor practice from abuse. It is therefore NOT the responsibility of employees or participants in ice skating to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4.

This section will help you identify what is meant by good practice and poor practice.

2.2 Good Practice

All personnel should adhere to the following principles and action:

- always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- a child must not be left under the supervision of only one worker / staff member
- A child under 8 years old must not be left unattended
- make the experience of ice skating fun and enjoyable: promote fairness, confront and deal with bullying
- treat all young people equally and with respect and dignity
- always put the welfare of the young person first
- maintain a safe and appropriate distance with participants (e.g. it is not appropriate for staff or other unrelated members of the public to have an intimate relationship with a child or to share a room with them)



- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given
- Involve parents/guardians or carers wherever possible, e.g. where young people need to be supervised in changing rooms, encourage parents to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure parents, staff etc work in pairs
- be an excellent role model, this includes not smoking or drinking alcohol in the company of young people
- always give enthusiastic and constructive feedback rather than negative criticism
- secure parental consent for the medical company to act in loco parentis, to give permission for the administration of emergency first aid or other medical treatment if the need arises
- keep a written record of any injury that occurs, along with details of any treatment given

2.3 Poor Practice

The following are regarded as poor practice and should be avoided by all personnel:

- unnecessarily spending excessive amounts of time alone with young people away from others
- engaging in practices that cause children to be threatened, frightened, or humiliated.
- taking young people alone in a car on journeys, however short
- taking young people to your home where they will be alone with you
- sharing a room with a young person
- engaging in rough, physical or sexually provocative games, including horseplay
- allow or engage in inappropriate touching of any form
- allowing young people to use inappropriate language unchallenged
- making sexually suggestive comments to a young person, even in fun
- reducing a young person to tears as a form of control



- allow allegations made by a young person to go unchallenged, unrecorded or not acted upon
- do things of a personal nature that the young person can do for themselves

If during your care you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to the site manager and make a written note of it. Parents should also be informed of the incident immediately.

3 Defining Child Abuse

3.1 Introduction

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender, race or ability.

There are four main types of abuse: **physical abuse, sexual abuse, emotional abuse and neglect.** The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

3.2 Types of Abuse

- **Physical Abuse:** where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning. Giving young people alcohol or inappropriate drugs would also constitute child abuse.

This category of abuse can also include when a parent/carer reports non-existent symptoms or illness deliberately causes ill health in a young person they are looking after. This is called Munchausen's syndrome by proxy.

In a sports situation, physical abuse may occur when the nature and intensity of participating in ice skating disregard the capacity of the child's immature and growing body



- **Emotional Abuse:** the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, inadequate or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened or taunted which may make the young person frightened or withdrawn.

Ill treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

Emotional abuse in sport may occur when the young person is constant criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name calling and bullying.

- **Bullying:** may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main types of bullying.

It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

In sport bullying may arise when a parent or coach pushes the young person too hard to succeed, or other skaters, participants, or spectators display or uses bullying behaviour.

- **Neglect** occurs when an adult fails to meet the young person's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect.

Neglect in sport could occur when parents, and rink marshals do not keep the young person safe, or exposing them to undue cold/heat or unnecessary risk of injury.

- **Sexual Abuse** occurs when adults (male and female) use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse.

In sport, activities which might involve physical contact with young people could potentially create situations where sexual abuse may go unnoticed.



3.3 Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which an explanation seems inconsistent
- the young person describes what appears to be an abusive act involving them
- another young person or adult expresses concern about the welfare of a young person
- unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adult's, particularly those whom a close relationship would normally be expected
- difficulty in making friends
- being prevented from socialising with others
- displaying variations in eating patterns including over eating or loss of appetite
- losing weight for no apparent reason
- becoming increasingly dirty or unkempt

Signs of bullying include:

- behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions
- an unexplained drop off in performance of day-to-day activities
- physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- a shortage of money or frequents loss of possessions



It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working in 11th Hour to decide that child abuse is occurring. It **IS** their responsibility to act on any concerns.

3.4 Use of Photographic/Filming Equipment at Sporting Events

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young people. All rink staff and organisers should be vigilant and any concerns should be reported to the Site Manager or Event Organisers.

All parents and skaters / participants should be made aware that CCTV is in use across the rink and event site with images recorded for safety and insurance purposes, and that recordings shall be kept for a period of three years.

4 Responding to Suspicions and Allegations

4.1 Introduction

It is not the responsibility of anyone working in 11th Hour in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person. This applies **BOTH** to allegations/suspicions of abuse occurring within the event site and to allegations/suspicions that abuse is taking place elsewhere.

This section explains how to respond to allegations/suspicions.

4.2 Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected.

In the last of these cases, it is particularly important to respond appropriately. If a young person says or indicates that they are being abused, you should:

- **stay calm** so as not to frighten the young person
- **reassure** the child that they are not to blame and that it was right to tell
- **listen** to the child, showing that you are taking them seriously
- **keep questions to a minimum** so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify.
- **inform** the child that you have to inform other people about what they have told you. Tell the child this is to help stop the abuse continuing.



- **safety of the child** is paramount. If the child needs urgent medical attention, request the onsite medics to attend or call an ambulance, inform the doctors/medics of the concern and ensure they are made aware that this is a child protection issue
- **record** all information
- **report** the incident to the club/welfare officer

In all cases if you are not sure what to do you can gain help from NSPCC Wales Hour help line (Mon – Fri 10.00am – 6.00pm). Tel No: 08081002524 or the NSPCC 24 hour help line Tel No: 0800800500

4.3 Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- the child's name, age and date of birth
- the child's home address and telephone number
- whether or not the person making the report is expressing their concern or someone else's
- the nature of the allegation, including dates, times and any other relevant information
- a description of any visible bruising or injury, location, size etc. Also any indirect signs, such as behavioural changes
- details of witnesses to the incidents
- the child's account, if it can be given, of what has happened and how any bruising/injuries occurred
- have the parents been contacted? If so what has been said?
- has anyone else been consulted? If so record details
- has anyone been alleged to be the abuser? Record detail

4.4 Reporting the Concern

All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

11th Hour expects it's members of staff to discuss any concerns they may have about the welfare of a child immediately with the person in charge and subsequently to check that appropriate action has been taken.

If the site manager is not available you should take responsibility and seek advice from the NSPCC helpline, the duty officer at your local social services department or the police. Telephone numbers can be found in your local directory.



Where there is a complaint against an employee or volunteer, there may be three types of investigation.

- **Criminal** in which case the police are immediately involved
- **Child protection** in which case the social services (and possibly) the police will be involved
- **Disciplinary or misconduct** in which case the Company will be involved

As mentioned previously in this document the Company and its staff are not child protection experts and it is not their responsibility to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Social services have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern

Any suspicion that a child has been abused by an employee or member of public should be reported to the Site Manager / Organisers who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- 11th Hour will refer the matter to the social services department
- the parent/carer of the child will be contacted as soon as possible following advice from the social services department
- the Event Organiser / Board of Directors your organisation should be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings
- if the Site Manager is the subject of the suspicion/allegation the report must be made to the Event Organiser / 11th Hour Board of Directors who will refer the matter to social services

Allegations of abuse are sometimes made sometime after the event. Where such allegation is made, you should follow the same procedures and have the matter reported to social services. This is because other children in the sport or outside it may be at risk from the alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children.



4.5 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Site Manager / Event Organiser / 11th Hour
- The parents of the child
- The person making the allegation
- Social Services/police
- The Board of Directors of 11th Hour
- The alleged abuser (and parents if the alleged abuser is a child)

Seek social services advice on who should approach the alleged abuser.

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

4.6 Internal Inquiries and Suspension

- The Company (11th Hour) will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries
- Irrespective of the findings of the social services or police inquiries the Company Board of Directors will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases the Company Board of Directors following the Company Disciplinary Procedures must reach a decision based upon the available information which could suggest that on the balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

5 Recruiting and Selecting Personnel Working with Children

5.1 Introduction

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid staff and volunteers, both full and part time. To ensure unsuitable people are prevented from working with children the following steps should be taken when recruiting.



5.2 Controlling Access to Children

- All staff and volunteers should complete an application form. The application form will elicit information about the applicants past and a self disclosure about any criminal record.
- Consent should be obtained from the applicant to seek information from the Criminal Records Bureau.
- Two confidential references, including one regarding previous work with children should be obtained. These references **MUST** be taken up and confirmed through telephone contact.
- Evidence of identity (passport or driving licence with photo)

5.3 Interview and Induction

All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive formal or informal induction during which:

- A check should be made that the application form has been completed in full, including sections on criminal records and self disclosures
- Their qualifications should be substantiated
- The job requirements and responsibilities should be clarified
- They should sign up to the organization's Code of Ethics and Conduct
- Child Protection Procedures are explained and training needs identified e.g. basic child protection awareness

5.4 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse
- Respond to concerns expressed by a child
- Work safely and effectively with children



The Company requires:

- All staff and volunteers who have access to children to undergo a CRB check
- All employees, volunteers, coaches, welfare officers and team managers to undertake relevant child protection training or undertake a form of home study, to ensure their practice is exemplary and to facilitate the development of positive culture towards good practice and child protection
- All staff and volunteers to receive advisory information outlining good/bad practice and informing them what to do if they have concerns about the behaviour of an adult towards a young person
- All coaches, trainee coaches and leaders should have an up to date first aid qualification

Declaration

On behalf of **11th Hour™**, we will oversee the implementation of the Child Protection Policy and take all necessary steps to ensure it is adhered to.

Signed:



Print: **John Davies**

Position: **Director of Operations**

Date: **04/07/2017**





**Caution
Ice
Slippery
surface**

Section 9

LIABILITY WAIVER

Accidents Do Happen:

Ice skating is a sporting activity. All sports carry associated risks. When participating in any sport the participant does so at their own free will, and understand the risks associated with the sport, and has made a conscientious decision to engage in the activity. Therefore whilst on-ice and actively engaging in the sport, minor falls, bumps and slips are deemed as self-inflicted. Please ensure that you report any accident, no matter how slight to a member of our rink staff.

Waiver of Liability:

All slip, trips and falls, and resulting injuries whilst skating or being upon the ice will be the fault of the individual participant/s. The Rink Operators (11th Hour™) and or the Event Organizers shall not legally be culpable.

The rink operator and event organizers, advises all participants to fully understand the risk associated with skating and or being upon the ice before entering the ice rink / pad. By entering the ice rink / pad all participants consent to waive all claims for damages against the rink operator (11th Hour™) and or the event organiser.

Skating or entering onto the ice rink / pad is done entirely at your own risk. The rink operator, management or event organiser will not be responsible for any accident, damages, losses or injury however incurred.

Both Skaters / Participants and Spectators understand and agree to the following:

By engaging in the sport of skating, or by entering onto the ice rink or ice pad that skaters, participants and spectators are deemed to have knowledge of the associated risks, and assume the risks of skating and the risks associated with ice surfaces (slippery surface) which include but are not limited to –

- a) Injuries that result from collision or contact with other skaters or other individuals who are on the skating surface.**
- b) Injuries that result from slips, trips and falls**
- c) Injuries that involve objects or artificial structures that are within the properly intended path of travel of the skaters.**

Legal Claims For Compensation – Common Law in England & Wales:

The common law doctrine “**Volenti non fit injuria**” is applied to all activities and incidents that occur on the ice rink, and in sport in general. The doctrine states; that if someone willingly places themselves in a position where harm might result (on a slippery surface such as ice), knowing that some degree of harm might result from being upon the ice surface (minor to major injuries), they are not able to bring a claim against the other party in tort or delict, regardless how the claim is brought about, or how the incident or injury occurred.



Section 10 OTHER USEFUL INFORMATION

Personal Belongings:

Cloakroom facilities will be made available for a small charge per item. 11th Hour Ice or Sayers Amusements will not be held responsible for any loss or damage however incurred, of personal items left in the cloakroom, or left elsewhere on the site.

First Aid:

There is a first aid point within the skate exchange area. In the unlikely event you or a member of your party should need first aid treatment, please alert a member of staff. A first aider / medic will be able to assist as required. Please advise a member of staff if you have injured yourself. We will need to take some basic details at this time. Medics are on-site during rink operational hours only.

Skating Ability:

This rink is provided as a municipal rink, and specifically caters for mixed abilities and mixed ages. All skaters are advised that professional maneuvers such as skating at high speeds, skating backwards, spins, jumps, throw jumps etc, are not permitted on this temporary rink. This rink and its ice surface is intended for general use only, and provided for skaters of mixed abilities. Skaters found performing professional maneuvers such as skating at high speeds, skating backwards, spins, jumps, throw jumps etc will be asked to leave the rink with no refund.

Ice Preparation:

The surface of the ice will be cleaned and resurfaced as required. This will ensure that the ice rink will be suitable for "general public skating". The rink is resurfaced by specialist rink resurfacing equipment, as deemed necessary by rink staff. The resurfacing of the rink shall be carried out between sessions, and before the rink is open to the public.

Ice Surface Condition:

Please note that the ice is effected by climatic conditions. It is also effected by the action of skating upon the ice surface by skaters. Our staff are trained, and have suitable experience and knowledge to ensure that the ice surface is in a condition deemed suitable for general public skating. A surface for general use is different to one for professional use i.e figure skating or ice hockey. The ice surface is checked prior to every skating session. However, on busier sessions the ice surface will become rutted and grooved due to the action of skating. Please ensure that you are skating in a sensible manor, keeping a look out for the ice conditions and other skaters at all times.



Wet Ice:

Climatic conditions can affect the surface of the ice. Calm cold days means the surface will remain dry. Wind across the ice causes friction which warms the ice surface resulting in a wet surface. The operator has provided a roof over the rink to prevent closures by rain, and have taken all reasonable steps to mitigate the risk from adverse weather in order to keep the rink fully operational. Of course climatic conditions are beyond the control of the rink operator. If the ice surface is wet, this does NOT make it unsafe to skate on, although you may get wet if you fall over.

Weather:

The ice rink is open com rain or shine. Please dress according to the weather condition on the day. Please remember that this is an outdoor event, although the rink its self is undercover. Climatic conditions may cause a layer of water on the surface of the ice, this will not effect your skating and does not make it unsafe to skate, although you may get wet if you fall over.

With the rink undercover, high winds namely those exceeding 80MPH, is the only weather risk that will force the rink to close due to high winds. Such closure will be due to the wind force against the temporary structures i.e marquees.

PLEASE NOTE: We do not offer refunds should you decide not to use your tickets because of inclement weather. 11th Hour Ice Ltd and it's ticket agents will only offer alternative sessions or refunds should the rink be closed for safety or technical reasons. During adverse weather conditions we recommend you visit the event website and ticketing websites for updates.

Minimum Age & Adult Supervision:

For all sessions the minimum age for children to skate is 3 years old. All 3 to 7 year olds must be accompanied onto the ice by an adult (18 years old, or above) in skates. We recommend a maximum of 4 children per adult. We also recommend that children under the age of 12 are accompanied by an adult (the adult need not be skating).

Rental Skates:

Skate hire is FREE. If you wish to bring your own skates, please ask a member of staff to check their condition and suitability for our rink. All of our skates are sharp, and ready to go. We can accommodate all sizes up to and including adult size 15. For our younger skaters we go down to a junior size 8. There are no double bladed bob skates available for smaller sizes.



Fun Skate Penguins:

We will have 60 Fun Skate Penguins available for hire. These Penguins will not be able to be booked in advance, and are hired on a first come, first served basis. Please ensure that you read the Penguin rules and regulations. The Penguins are hired out at a cost of £5.00 per penguin per skate session. They are hired out at the management's discretion and may not be available for certain sessions.

The Penguins are designed as a "Fun" item and not an aid to skating. They are only suitable for persons under 1.2M tall. For health and safety reasons we have to limit the number of Penguins offered. We thank you for your understanding in this matter.

ALL PENGUIN USERS MUST ADHERE TO THE SAFETY SIGNAGE SHOWING CORRECT PENGUIN USAGE.



CCTV images and audio are being recorded at Cardiff's Winter Wonderland.

24hour CCTV cameras are in operation throughout the site and on the rink for the purpose of crime prevention, personal safety and insurance purposes.

CCTV cameras also extensively monitor the ice pad and skaters skating upon it. All video footage and audio files shall be kept for a minimum of 6 years by the operator 11th Hour™ for the purpose of skaters making fraudulent personal injury claims.

