

Family Event Booking Policy

At Southampton Parent Carer Forum (SPCF), all of our family events are free to attend and are designed to support parent carers, children, and young people in a safe, welcoming, and inclusive environment.

To help ensure activities are fair, accessible, and well managed for all families, the following booking policy applies to all SPCF family events.

Booking Rules

1. Registration Required

You must be registered with Southampton Parent Carer Forum before booking any family activity.

2. Website Bookings Only

All family event bookings must be made through the SPCF website.

We are unable to accept bookings via:

- Facebook comments or messages
- Email
- Text message
- Phone call
- In person

3. One Activity Per Week during most school holidays / one a fortnight during the summer holiday.

Families may book a maximum of one family activity per week or one per fortnight during the summer holidays.

This helps ensure as many families as possible can access support and activities fairly.

4. Family Events Are for Your Household Only

Family events are intended for:

- The registered child or young person
- Their siblings
- Parent carers/carers within the household

For two-parent families, both parents are welcome to attend where appropriate.

Places must not be booked for:

- Friends
- Extended family members
- Other children not living within the household
- Families who are not registered with SPCF

5. Choosing Suitable Activities

SPCF offers a wide range of activities aimed at different ages, stages, and needs.

Some activities are more suitable for:

- Younger children
- Older children and teenagers
- Young people developing independence skills
- Sensory or quieter environments

Parent carers know their children and young people best and should book the activities they feel are most appropriate and suitable for their family.

SPCF reserves the right to make the final decision regarding attendance at activities to ensure sessions remain safe, appropriate, and enjoyable for all attendees.

6. Attendance Expectations

Our activities are free to attend, and many have waiting lists. If you can no longer attend, please cancel your place as soon as possible so another family can benefit.

7. No Show Policy

A “no show” is when a family books a place but does not attend and does not cancel in advance.

First No Show

You will receive a friendly check-in email to ensure everything is okay and to remind you of the booking policy.

Second No Show

You will receive a more direct email regarding repeated missed bookings and the impact this has on other families accessing activities.

Third No Show

Your family will be unable to book SPCF family activities for a period of 3 months. Following this period, bookings may resume.

SPCF reserves the right to use discretion in exceptional circumstances.

8. Arrival at Events

Please sign in with SPCF staff or volunteers on arrival at all family events.

This helps us:

- Keep attendance records
- Ensure everyone is accounted for
- Support safeguarding and health and safety requirements

9. Supervision of Children and Young People

Children and young people attending SPCF family events must be directly supervised at all times by their parent carer or responsible carer.

SPCF staff and volunteers are not responsible for supervising children or young people during activities.

Parents/carers remain fully responsible for:

- Behaviour
- Safety
- Personal care
- Medical needs
- Emotional support

10. Respectful Behaviour and Kindness

SPCF is committed to creating a supportive and welcoming environment for all families, staff, volunteers, and professionals.

We ask all attendees to:

- Treat others with kindness and respect
- Be mindful that many families attending may be experiencing stress or challenges
- Communicate respectfully with staff, volunteers, and other families

Harassment, aggression, abusive behaviour, or repeated disrespect towards SPCF staff, volunteers, or attendees will not be tolerated and may result in removal from activities and/or future booking restrictions.

11.Support at Events

SPCF staff and volunteers are often parent carers themselves and understand the challenges many families face.

During events, staff may be able to:

- Offer emotional support
- Listen to concerns
- Share lived experience
- Provide information and advice
- Signpost families to relevant services or support

However, SPCF staff are not able to provide crisis support, medical care, or one-to-one supervision.

12.Accessibility and Inclusion

We aim to make our events welcoming and accessible to all families. If your child or young person has additional needs that may impact participation, please let us know when booking so we can support where possible.

Thank you for helping us ensure our activities remain fair, safe, and accessible for all families.