

LITTLE VOLCANOES- Covid-19 Safety Information

Back to Classes

Dear little and big scientists!

It has been a difficult time for many of us but we hope you and your families are well.

Some of our classes are re-opened and we're looking forward to welcoming you back. The COVID 19 pandemic has given many businesses, including Little Volcanoes, a huge challenge. We are trying to find ways to reach you and be more flexible, in order to continue to provide the high standard of teaching your little scientists are accustomed to.

We know that some of you might hesitate to book a 'real world class' now but rest assured, Little Volcanoes operates as a professional business, following all government guidelines, ensuring your little scientists will be well looked after. We will be offering just one in-person class for 5-8 year old children at the moment and the places will be limited by the current regulations. We are looking for new premises to add more classes, but it is quite difficult due to the constantly changing guidance from the government. Also many venues have remained closed.

However, we are planning to start our fun and educational online classes! These are fresh and new, full of information, fun learning, and drama and singing. When you decide to sign up, you will be sent all the information on how to book your classes. We will provide a list of the science equipment your little scientist will need for each class. Alternatively, you will be able to order a pack of the relevant materials from us which we will deliver to you (if you live locally) to save you time (and money).

Subscription Emails

We would be grateful if you would sign up to our emails. We will be sending information about our in-person and online classes, birthday parties/special events and general updates. We might be sending links to interesting websites where you can further explore the topic we have been learning about; simple experiments to do at home, or our own products (lyrics to our songs, links to videos). You might also like to take part in a competition. You might receive a text from us with our updates. If you decide that you would not like to continue to receive our emails you can unsubscribe anytime.

General Terms & Conditions

Booking Classes and Cancellation Policy

Please note our lessons will be slightly different to how we used to do them. Every child will have their own equipment to be used throughout the whole session.

At present, there are higher costs and greater financial risks for all class providers. Therefore our in-person classes need to be booked in blocks. These will become online classes if there is a local lockdown. Booking a block of lessons will also provide continuity in learning.

All lessons will be paid in advance via ClassForKids booking system. There will be a few payment options for you. If you wish not to pay for the platform fee, then you can choose the payment by BACs of PayPal. This term (and most likely the following terms) we will be only taking block bookings. This will allow us to keep the same group of children in our class for a longer period to minimise mixing 'bubbles'.

Missed classes are non-transferrable and non-refundable.

Only missed in-person classes (in the case of venue closure or class cancellation by the provider) will be transferrable to online classes.

At the moment, we are not offering single classes for our class at artsdepot to ensure the safety of the children who will enrol for the term.

If you sign up for an online class please do not share any log in/passwords with anyone else.

There is a lot of work put into each class. Many songs/experiments/art projects will be original and remain the property of Little Volcanoes. Please DO NOT SHARE our handouts or information sheets with anyone.

When you book our classes you will be asked to complete our booking/consent form. Your information will be kept safely and will not be shared with third parties unless it is specifically noted in the class description or the booking/consent form.

We will make sure that we will follow the government guidance in our in-person classes. However,

Little Volcanoes cannot be held responsible if your child becomes ill after visiting our class.

If you or Your Child Feels Unwell

In case your child displays the following symptoms associated with COVID 19, please, do let us know and do not come to our class. The main symptoms of coronavirus are:

- *a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 - *a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 - *a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
- Most people with coronavirus have at least 1 of these symptoms.

What to do if you have symptoms

If you have any of the main symptoms of coronavirus:

- *Get a test to check if you have coronavirus as soon as possible.
- *Stay at home and do not have visitors until you get your test result – only leave your home to have a test.
- *Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.
- *Please notify Little Volcanoes in writing that you or your child is unwell so we can immediately contact artsdepot and let them know.

Test & Trace

To comply with government guidance, we need to keep a record of everyone who visits our classes. You will be sent a booking/consent form to complete, even if you are a long-term customer. Some of this information (your name, your child's name, address, email and contact number) will also be shared with artsdepot and will only be held for 21 days and won't be shared with anyone apart from NHS Test & Trace, if required.

In-person Class at Artsdepot (Thursdays 4.00 pm-5.00 pm)

Queuing & Social Distancing and Face Coverings

Please follow social distancing and government guidance. Artsdepot has created a one way system in busy areas of their building and put marks on the floor to show where you should queue. Please help us by following these markings and by keeping at least 2m space between you and other visitors, where possible.

Parents please wear a face covering when dropping/picking up your children.
Children under 11 years do not have to wear a face covering.

Please use the hand sanitiser at the entrance to artsdepot.

Take your child to the toilet before the session please. It will enable us to teach a lesson without disturbing and losing a member of staff when a child needs to be taken to the toilet.

Your child will be collected from the designated place at artsdepot at 4 pm. The children will be then taken to the Arts Space situated on the 3rd floor. Please be on time as we will not be able to wait for the latecomers.

Due to social distancing in the venue, when you arrive you'll be asked to wait in a designated holding area on level 3 and the name of your class will be clearly displayed. Your child will be collected from the holding area and taken to the studio called Arts Space. This is so the artsdepot can limit the amount of people in the corridors during class change overs.

Do not give your children any bags, coats, hats, scarves to take with them to the Arts Space as we would like to make the drop off very fast as looking for everybody's belongings would take us a long time. Arts Space is a very warm room and children will be wearing our lab coats so ideally send them only in a short-sleeved top.

Do not gather in front of the Arts Space (where our class will be).
From artsdepot:

<p>The guidance for the new 'rule of six' largely applies to social gatherings. The government guidance states that: "Community facilities following COVID-19 secure guidelines can host more than 6 people in total, but no one should visit or socialise in a group of greater than 6." Following this guidance, we are confident that classes can safely continue. We have completed risk assessments for each space and set capacity limits which enable social distancing, as long as the total number of participants does not exceed the room capacity limit and participants do not arrive and socialise in a group of more than 6, classes can operate within the new guidance.</p>
<p>No parents will be allowed to be present during the lesson. We allowed that in the past as it was so much fun to have around enthusiastic parents but now we are limited to 15 children plus one teacher with an assistant.</p>
<p>No physical contact with anyone (no shaking hands, high fives or hugs) please.</p>
<p>What will happen once your child is in our club at Arts Space (artsdepot)</p>
<p>When your child arrives to the Arts Space, they will be asked to wash their hands or apply the hand sanitiser. Children will be asked to wash their hands thoroughly at the end of the lesson.</p>
<p>They will be given a lab coat (washed after each session) and they will be asked to put it on. After the children have put the lab coats on they will be asked to choose one spot at the table and sit down. The lesson will start when everyone is sitting safely on their spots. We might make name tags and place them on the tables. The children will be wearing protective goggles (depends on the tasks and the topic).</p>
<p>Capacities within artsdepot's studios & rooms for hire are reduced. Therefore the maximum number of children is currently 15. There will be one teacher and one teaching assistant. Adults will be wearing visors. Children do not have to wear a face covering.</p>
<p>No eating in the room. Only water bottles are allowed. If you decide to bring one in it must be labelled.</p>
<p>Please note our lesson will be slightly different to how we used to do them. Every child will have their own equipment to be used throughout the whole session to avoid sharing and unnecessarily touching objects.</p>
<p>In order to run and finish our classes smoothly and safely, a handout from a lesson will be sent via email. This will also be eco-friendly because unfortunately in the past, I found a lot of handouts on the floor that were dropped and not collected. I also know that many children (and parents) treasure them so those who are interested can print them at home or read online.</p>
<p>Once our class has finished, we will hand over your child promptly at 5pm. Please do not be late as we have only 15 min to clean up the studio. Keep the social distancing while waiting for your child. After the pick-up make your way to the ground floor as quickly as possible so artsdepot can clear the corridors & studios for the next arriving classes. Thank you for your understanding and cooperation.</p>
<p>More Information (from artsdepot guidance)</p>
<p>Use of Lifts (artsdepot guidance)</p>
<p>Our lifts will not be operational including the lift from the basement car park into our building. We ask that only visitors with mobility impairments use the lifts at the moment, this is to ensure social distancing and so that the lifts are kept clean for those who need them. If you have a mobility impairment and require the use of the lift, please speak to a member of staff or call the Box Office on 020 8369 5454.</p>
<p>Parking and Entrance to artsdepot</p>
<p>Entrance to the venue will be via the front doors only and we will operate one way and restricted routes around the building clearly signposted with arrows and distance markers on the walls and floor. Exit will be via designated emergency doors. If you have participants with access needs you or they will need to let us know so we can arrange lift access on an individual basis. The Aldi car park (below artsdepot and Aldi) doesn't belong to artsdepot therefore please do check</p>

the parking rules for Aldi.

Enhanced Cleaning Procedures (artsdepot guidance)

Cleaning and disinfecting is taking place more frequently throughout the building, and we're paying particular attention to touch points.

Hand Sanitiser at artsdepot

There are touch-free sanitiser points available throughout the building. Please use these during your visit.

Face Coverings (artsdepot guidance)

Please wear a face covering whilst in the building, unless you are medically exempt. If you are exempted from wearing a face covering, you may wish to display an exemption card or badge, or download one on your mobile device. You can find downloadable PDFs on the gov.uk website, download one here. Children under 11 are not required to wear a face covering.

Test & Trace (artsdepot guidance)

To comply with government guidance, we need to keep a record of everyone who visits artsdepot. Please give your details at the Box Office, even if you are just popping in for a coffee. Your information will only be held for 21 days and won't be shared with anyone apart from NHS Test & Trace, if required.

Toilets (artsdepot guidance)

We've reduced the number of toilets available, so that we can make sure those that are open are cleaned more frequently and in order to maintain social distancing. This might mean that you need to queue. Please observe social distancing while you queue. Access to our public toilets will be restricted with only our disabled / baby-changing cubicles available for use. There are 2 disabled / baby-changing cubicles per floor.

Visiting with Children (artsdepot guidance)

Please note that playdepot is closed at the moment. If you are bringing a buggy to artsdepot, you'll be asked to leave it in the buggy park on the ground floor. Children under 11 are not required to wear face coverings within the building.

Opening Hours at artsdepot (artsdepot guidance)

Our current public opening hours are:

Mon – Fri: 8.30am – 4.30pm

Sat & Sun: closed

If you are attending a performance or class outside of these times you will be able to enter the building.

Air Conditioning (artsdepot guidance)

Our building is ventilated and heated by air handling units rather than air conditioning units. These draw fresh air from outside into the building, heating or cooling it as necessary and do not recirculate air.

Thank you for your understanding and cooperation. We are looking forward to meeting you and your little scientists!

Janka from Little Volcanoes

