

Check-In & Check-Out Procedure

Field	Detail
Applies to	All Wildlings drop-off programmes: Forest School Club, Holiday Camps, and school drop-off sessions
Locations	Wildlings West Coast Park, Wildlings Dempsey, and any other location running a drop-off programme
Effective from	Monday 27 July 2026
Owner	Claire Seabrook
Status	V1.0

Why this procedure exists

We are responsible for every child from the moment they are checked in until the moment they are handed back to an authorised adult. Outside our premises we cannot know what might happen to a child, so once a child leaves our care they must be in somebody else's care. We cannot have children wandering to the car park, swimming pool, or the café unaccompanied.

The golden rule: no child leaves Wildlings premises until their authorised guardian is physically present at the gate and has signed them out. The only exception is a child aged nine or above whose parent has authorised independent leave in writing by signing the Eagles collection form.

Parents may find this difficult, but it is the only way we can minimise risk and make sure every child is safe. This applies in full, with no shortcuts, from the effective date above.

Part 1 – Check-In

1.1 Staffing at the gate

Session type	Gate staffing
Large camp	Two staff checking in minimum
Medium or small camp	One staff member checking in

- Children are greeted at the gate by enough staff to meet the needs of that particular camp or session size.
- Check-in can start before the session opens. Children who arrive early are made ready to come in at the opening time.

1.2 Electronic check-in via Wix

Wix is our check-in record. It is electronic, timestamped and central — much better than paper. For every session:

1. Open the session in Wix.
2. Go to Manage Participants.
3. Click Check In.
4. Select the correct session.
5. Check in each child as they arrive.

To save time you may tick a physical form if it is available and then update Wix after the rush.

1.3 Name labels — first day

- On the first day of camp or the first session of a Forest School term, every child is given a name label.
- Staff wear a name label too. This helps staff learn the children's names, and children learn each other's and the staff's.

1.4 Wayfinding — first sessions

- **Dempsey:** on the first day or first session, a member of staff stands visible on the pathway to direct children to their home base, their camp, or their school leader. After the first session children will be more confident about where they are going.
- **Younger children:** keep a staff member on the pathway for the second session as well.

1.5 Confirming each child is in the right group

- Once a child reaches their camp lead or Forest School leader, that leader checks their own list and confirms the child is supposed to be with them.
- Lists live inside Wix: open the session, open Participants, and look for the child. Wix also holds the parent's name. Printed lists or the list distributed via the camp WhatsApp chat can be used as a cross-check as well. Any inconsistencies should be checked in Wix, wix is the authoritative source, and raised immediately with admin or the camp manager.
- leaders must confirm every child in their groups is in the correct group. If a child is in the wrong group, direct them to the correct one.

1.6 Booking data errors

Parents sometimes enter children's names or dates of birth incorrectly on the booking form. This will happen and is outside our control. When you find a mistake:

- The camp lead or session lead tells the admin team.
- Admin updates the customer's record in Wix — the child's actual name, gender, date of birth and so on.
- Wix is the single source of truth. Other documents feed off it and will be wrong if it is wrong.

Once every child is safely with the right group, the session can commence.

Part 2 — Check-Out

2.1 Before walking down: brief the children

Check-out only works if we have control of the children, and for that they need to know what is coming. Before groups are walked down to the gate, leads brief the children on the procedure: what is going to happen, and what is expected of them. Leads can explain the reason — we cannot have children outside the care of an adult without authorisation from their guardian, because outside our premises we do not know what might happen to them.

2.2 The sign-out form

- Until we have an electronic sign-out system, check-out is recorded on paper forms.
- Every camp (five sessions) and every Forest School term (10–14 sessions) has its own check-out form, designed for that duration. Forms must be ready before the session starts.
- The parent or guardian signs against the right child and the right session before that child is released. No signature, no release.
- The forms are kept in a folder in the storage cupboard at the front gate.

2.3 Dismissal sequence — one group at a time

1. Sprouts and Sunbirds are made ready five minutes before the allotted session end time and walked down to the gate.
2. At the gate, children sit down on a mat.
3. Once the children are seated, adults are invited forward one at a time to sign out their children.
4. Once all present guardians have collected their children from that group, the next group comes down.
5. Hornbills: once children have been collected by the guardians present, remaining Hornbills sit on the mat and wait.
6. Eagles: once children have been collected by the guardians present, all remaining children can be supervised playing at the Tembusu tree while we wait for late parents. They must be supervised at all times.

While one group is dismissing, all other children remain inside Wildlings premises under staff supervision.

- **If the process is too slow:** Hornbills and Eagles can be dismissed from the side gate instead of the front gate to speed things up. Their forms will need to be taken to the side gate.
- The rule does not change — an adult still comes to the gate and signs the form before the child is released.

2.4 Staffing, focus and ratios at check-out

- **Sole focus:** check-out staff have one job — the safe return of each child to their authorised guardian, and only their authorised guardian. No multitasking during dismissal.
- **T-shirts:** T-shirt purchases and collections happen at morning registration, not at pick-up, so coaches stay fully focused on dismissal. Parents may choose to wait if they wish to purchase a t-shirt once children have been dismissed and a staff member is free.
- **Sprouts & Sunbirds:** we maintain our supervision ratios at check-out. Sunbirds: up to five children, one staff member checks them out; more than five, two staff — and so on as numbers grow.

- **Hornbills:** one staff member can check out the group.
- **Eagles:** one staff member can check out the group.
- **Timing:** this process takes longer than the old process, so we must be organised. Children ready for dismissal five minutes before dismissal time, every time.

2.5 Children leaving without an adult

A parent can waive the collection requirement only under all of the following conditions:

- The child is nine years old or above; and
- We have it in writing that the child can leave without an adult; and
- This is noted on the check-out form, with the parent's signature from drop-off next to it acknowledging the authorisation.

That is the only exception. Otherwise, an authorised guardian comes to the gate to collect their child. Full stop.

2.6 Uncollected children

- Children whose guardian has not yet arrived remain under staff supervision until collection — on the mat (younger groups) or supervised at the Tembusu tree (after Eagles dismissal).
- A child is never left waiting alone, and never outside the premises.
- If a child/children is still not collected after 15 minutes, they are brought to an area where staff can supervise and clean-up at the same time.

2.7 Where it matters most

Follow this procedure fully, with no shortcuts, for Sprouts and Sunbirds. These are the children most at risk: most likely to misidentify a guardian, most likely to miscommunicate with a camp leader, and most likely to wander without knowing where they should be and most vulnerable outside our premises without an guardian.