In the event of an accident or medical emergency:

1. **Immediate Care:** Administer first aid (if qualified) or contact emergency services (999/111) immediately.
2. **Parental Contact:** Use the emergency contact details provided during the booking/registration process to notify parents/carers.
3. **School/Site Notification:** Inform the site manager or school lettings officer of the incident as per the hire agreement.
4. **Reporting:** Record the incident in an Accident Log, detailing the time, nature of the injury, and action taken.

5. Reporting Concerns

If a safeguarding concern is raised or observed:

- **Listen:** If a child discloses information, listen without judgment and do not promise "secrets."
- **Record:** Write down exactly what was said or observed as soon as possible (using the child's own words).
- **Report:** * For immediate danger: Contact the Police (999).
    - For general concerns: Contact the Local Authority Designated Officer (LADO) for Bristol or the NSPCC Whistleblowing Advice Line (0800 028 0285).
    - Children (First Response Team): 0117 903 6444.
    - Adults (Care Direct): 0117 922 2700.
    - Emergency Duty Team (Out of Hours): 01454 615 165
- **Confidentiality:** Information will only be shared on a "need-to-know" basis with relevant professional authorities.

6. Documentation & Compliance

- **DBS:** I hold a valid Enhanced Disclosure and Barring Service (DBS) check, which is available for inspection upon request by the venue provider.
- **Insurance:** I maintain Certified UK Coaching Public Liability Insurance (£10M) and Professional Indemnity, specifically covering work with both juniors and adults in the UK.

Signed:

Timothy Lukas

Founder & Lead Coach, Level Up LLC

11/03/2026