Arrival, Drop-Off and Collection Policy (Non-Residential Participants)

Summer Residential Programme

Arrival and Drop-Off

The non-residential programme operates Monday to Friday at the City Football Academy (CFA).

- Standard daily drop-off time is 8:30am, except on the first Monday of the programme when drop-off will be 8:15am to facilitate kit collection.
- Drop-off must take place at the designated location: West Gate entrance at the City Football Academy, unless otherwise communicated by the Operations Manager.
- Parents/guardians are not permitted to enter the City Football Academy premises unless specifically invited by the Operations Manager.

Participants must be signed in with programme staff upon arrival.

City Football Group (CFG) cannot accept responsibility for participants before the official programme start time or outside CFA premises.

Collection

Standard daily pick-up time is 4:00pm at the West Gate entrance, unless otherwise communicated by the Operations Manager.

On the stadium tour day, pick-up time and location may vary and will be communicated in advance by the Operations Manager. Pick-up may take place at the Etihad Stadium or another agreed location.

All timings are indicative and may vary subject to operational requirements.
Parents/guardians are responsible for ensuring participants are collected promptly at the notified time and location.

Participants will only be released to authorised individuals provided in advance by the parent/guardian.

Parents/guardians must provide:

- The names of authorised individuals permitted to collect the participant.
- A personal password, agreed with the Operations Manager prior to the programme and reconfirmed on the first morning. This password must be provided by the authorised individual at the time of collection.

Participants will not be released to individuals who are not authorised or unable to provide the agreed password.

CFG cannot accept responsibility for participants after the official programme finish time once they have been collected.

Late Arrival and Late Collection

Participants are expected to arrive and be collected at the designated times each day.

If a participant arrives late:
- The parent/guardian must notify programme staff at the drop-off point so the participant can be registered and escorted to the appropriate session where possible.

If a participant is not collected at the specified pick-up time:
- CFG staff will attempt to contact the parent/guardian or emergency contact provided during registration.
- A staff member will remain with the participant until they are collected.

Repeated Late Arrival or Collection

Repeated late arrivals or late collections may disrupt programme delivery and safeguarding procedures.

CFG operates a three-strike policy for late arrivals or late collections.

If three instances of late arrival or late collection occur, CFG reserves the right to remove the participant from the programme without refund.