



Spread a Smile User Guide Agreement

We're here for your family, and feel truly grateful to share in meaningful moments with you. Our services—whether virtual, in person at hospital or hospice, or through special family events—are designed to bring joy, creativity, and connection.

We want every interaction to feel safe, inclusive, and magical for everyone involved. Below is our agreement to help ensure we all get the very best out of every visit or experience we share together.

Our Commitment to You

Trained and Trusted Team

All our entertainers and managers have undergone a thorough safer recruitment process, including a training programme and enhanced DBS checks. You can be assured that every member of the team is experienced, compassionate, and committed to bringing smiles.

Professionalism with Heart

Every service is supported and monitored by a trained Spread a Smile manager to ensure everything runs smoothly, safely, and with warmth.

Clear Standards and Supervision

All team members follow our Code of Conduct and receive regular support and supervision to help them deliver the best possible experiences across all service types.

Safety First

We regularly carry out risk assessments on all of our services—including virtual visits, in-person visits in hospitals and hospices, and family events—to ensure they are safe, secure, and suitable for the children, young people, and families we support.

What We Kindly Ask From You

To help us make the most of every visit or event and ensure each one runs smoothly, we ask families to support us with the following:

Parent/Carer Supervision

During virtual visits and family events, we ask that a parent, guardian, or trusted adult is nearby and available to support the child or young person if needed. This helps ensure the safety and wellbeing of everyone involved.

Presentation and Appearance

We kindly ask that everyone taking part in our services is dressed or covered. This applies across all settings—whether attending a virtual visit, in-person session in hospital or hospice, or a family event. Please also be mindful of your environment if joining virtually.

Together, We Create the Magic

Our visits and events are more than entertainment—they're shared moments of joy, connection, and creativity. Together, we can create a space that feels safe, inclusive, and supportive for everyone.

Respectful Language and Behaviour

Everyone—families and Spread a Smile team members alike—has a role in building a positive atmosphere. We kindly ask that:

- Language used is kind, inclusive, and respectful
- Swearing, discriminatory remarks, or inappropriate behaviour are avoided
- Everyone listens to others and allows one person to speak at a time
- Every interaction is approached with warmth and openness

Respecting Privacy and Confidentiality

We understand that some personal or medical information may be visible during visits, particularly in hospitals or during virtual sessions. We are committed to safeguarding your privacy, and ask that:

- Any personal information shared is treated with care and respect
- The privacy of all children, families, and team members is upheld
- No details about other participants are shared outside of the service

Practical Things to Know

We understand that life can be unpredictable—especially when supporting a seriously unwell child. We aim to be flexible and understanding, while also making sure our services reach as many children and families as possible.

If You're Unable to Attend

If you're unable to attend a booked visit or event, please let us know as early as possible. We completely understand that plans can change—but a quick message helps us offer the opportunity to another family.

If We Can't Reach You

If we've reached out several times without response regarding a visit or opportunity, we may temporarily pause your bookings. This is only so we can offer that time to other families actively engaging. You are always welcome to reconnect with us whenever you're ready.

Staying Connected

If we don't hear from you for an extended period (e.g., 6+ months), we may archive your details in line with our data retention policy. You're always welcome to return and get back in touch—we'll be here with open arms.

Thank You

By embracing this agreement with kindness and care, we create an environment where every child and family feels seen, supported, and celebrated.

Thank you for being part of the Spread a Smile family. We're so honoured to be part of your journey.

Policy owner: Director of Services

Last review date: October 2026

Next review date: October 2027