

## **Terms and Conditions**

**CANCELLATION** When booked dates are cancelled more than 14 days before first booked date, we will refund all monies paid, less the sum of £10. No refund is available for dates cancelled within 14 days of the date of the booking. In exceptional circumstances 'allactivesports' may have to cancel certain dates. Every effort will be made to give at least 14 days notice. An alternative programme will be offered, if not suitable, a full refund will be made.

**SICKNESS** Camp days missed through illness or injury will be held as credit days, for up to 12 months, subject to provision of a valid doctors certificate.

**FIRST AID** In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary, unless advised to the contrary. Essential medication must be handed in to each child's site welfare officer for safe-keeping. An appropriate factor sunscreen is recommended for all children during warm weather. We suggest that parents of children carrying epipens arrange for a qualified medical practitioner to demonstrate use of the epipen to our site first aider, welfare officer and team leader, on the first day of camp. ('allactivesports' have members of staff trained in the use of epipens).

**LOST PROPERTY** Please ensure that children do not bring valuable belongings to camps as we cannot be responsible if they go missing. We will not be able to compensate for any items lost on site. We cannot guarantee the return of lost property, but will endeavour to return items on request that are clearly labelled with the child's name. Children will not require cash on camp.

**DROP OFF/COLLECTION** Parents must physically accompany children when booking in at the start of each day. It is at this time that we are informed who will be collecting the child at the end of the day. If plans change during the course of the day please contact the welfare officer to inform of the changes. Upon collection, children will not be released until the parent/adult has signed the registration book.

**PHOTOGRAPHY** Please be aware that we occasionally take photographs of children on camp for inclusion of promotional material. Please advise us if you have any objections.

**EQUAL OPPORTUNITIES AND CHILD PROTECTION** 'allactivesports' is an equal opportunities employer and welcomes all children regardless of their gender, ability, race or religion. Each child attending a camp is of equal value and is entitled to equal access of opportunity. We operate a zero tolerance policy to discrimination or bullying of any kind. 'allactivesports' has legal obligations in relation to Child Protection. As a caring organisation, any suggestion of child abuse or neglect will be reported to the necessary authorities.

**CHILD EXCLUSION** On rare occasions, a child proves incompatible with the general well-being of camp e.g. bullying, disruptive or aggressive behaviour. We reserve the right to exclude such children. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents responsibility.

**DATA PROTECTION** We will use your details to mail/e mail you with future information about our services; you may opt out of our mailing list when booking, or afterwards at any stage.

**PARENT FEEDBACK** 'allactivesports' endeavours to provide the best possible care for children, at all times. If you have concerns, or suggestions, please tell us. We value your feedback and will use it to develop and improve our services. Concerns should be raised with the camp welfare officer for more serious issues. We will endeavour to resolve any issues to your satisfaction. You can write at any time to; 'allactivesports', 51, Ladbrook Road, Solihull, B91 3RW