

## **Terms and Conditions - Holiday Camps**

York Sport Holiday Camps Terms and Conditions Please read our Terms and Conditions carefully and ensure you understand them before applying to book a place on a camp. If you have any questions about our terms and conditions, please contact us by email at [activities@york-sport.com](mailto:activities@york-sport.com).

### **1. Bookings**

1.1. Bookings must be made via the online booking system and confirmation will be via automatic email.

1.2. By placing a booking, you are agreeing to these terms and conditions and you will be liable for the actions of any children on behalf of whom you are making the reservation. If you are not the parent or guardian of any of the children of whom you are making a booking, it is essential that you obtain consent (and acceptance of our terms and conditions) from each relevant child's parent or guardian before booking.

1.3. After you apply to book a place on the camp, you will receive an automatic acknowledgement email. This forms a binding agreement between us (York Sport) and you (the customer). It is important that you check the details in your confirmation email when you receive it. If you have any questions or any of the information is inaccurate, please contact us immediately.

1.4. The York Sport website sets out further details of the specific requirements of each camp, including kit lists and FAQs, which you agree that you have read and understand as part of the booking process.

1.5. By applying to book a place on the holiday camps, you confirm that:

1.5.1. you are legally capable of entering into an agreement

1.5.2. you are 18 years old

1.5.3. you are the parent or legal guardian of the participant (or have the parent or legal guardian's express permission to book a place on their behalf)

1.5.4. you have read and accepted the terms and conditions defined here

### **2. Payments**

2.1. All payments are made in full at the time of booking.

2.2. Payment will be made via the online booking system which is managed by our software providers 'Active Network'.

2.3. Childcare Vouchers are accepted and need to be received by York Sport to confirm a booking. Bookings are not confirmed until payment via voucher is received. If paying by Childcare Vouchers, the customer must contact York Sport Office via email at [activities@york-sport.com](mailto:activities@york-sport.com) prior to making the booking to arrange payment via voucher. It is not the responsibility of York Sport to chase childcare voucher payments.

### **3. Cancellations and Refunds**

3.1. To cancel an accepted booking, you must inform us by email to [activities@york-sport.com](mailto:activities@york-sport.com). Proof of email dispatch is not proof of receipt. If you do not receive a response within 2 working days, you should contact us by telephone on 01904 325770.

3.2. You can cancel your booking at any time, provided that the camp has not started; however, if you cancel within 14-days of your first booking date, you will be given a refund only if York Sport can fill the cancelled place.

3.3. If you cancel with more than 14-days notice of your first booking date, we will offer you a full refund minus an administration charge of £5. If you have paid in childcare vouchers, we will hold the amount in credit on your account.

3.4. If you cancel your booking with less than 48 hours' notice of your first booking date, unfortunately we will be unable to offer a refund or credit for the cancelled sessions.

3.5. If your child is too ill to attend camp, you should email [activities@york-sport.com](mailto:activities@york-sport.com) or ring 01904 323855 before 9am on the day of your booking. We will credit your account with 50% of the cost for that day to be used on a future camp date on production of a doctor's note. The credit is transferable to any family member and may be used on any camp that we offer. Please note the credit has no monetary value and cannot be exchanged for cash. We are unable to offer any credit for bookings cancelled due to illness after 9am on the day of the booking.

3.6. In the eventuality that a camp is cancelled due to unforeseen circumstances, York Sport will provide a full refund.

### **4. Photography**

4.1. York Sport may take photographs and video footage at camp to use for training and promotional purposes. Parents who do not wish for the children to be included in the footage must detail this in the relevant section of the booking form and also inform York Sport in writing via email [activities@york-sport.com](mailto:activities@york-sport.com).

4.2. The copyright of all photography belongs to York Sport. No reproduction may be made without prior permission from York Sport.

### **5. Drop Off and Late Pick Up**

5.1. Children can be dropped off no earlier than 8.30am and parents must sign their children in on the register.

5.2. All children must be collected by 5.30pm. If you cannot collect by this time, you should telephone the York Sport Centre on 01904 323855 as soon as possible and speak to a Duty Manager or the Camp Manager. A member of staff will wait with your child until they are collected. You will be charged a late pick up fee of £15 for every 15 minutes to cover additional staffing costs.

5.3. If we have no contact from a parent or guardian by 6.30pm York Sport will contact social services to let them know that we have an uncollected child.

5.4. We reserve the right to refuse any future bookings from parents who continually pick up late.

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### **6. Behaviour**

6.1. Participants on camps must adhere to all of the rules and regulations of the camp. We treat as a priority the safety and well-being of all participants attending our camps. We therefore reserve the right to remove from our camps, without refund, any participant who does not comply with the camp policies and rules. We also reserve the right to remove from our camps, without refund, any participant who we consider to be generally disruptive or who is behaving in a way that may be a danger to or upsetting for others.

### **7. Appropriate clothing and kit**

7.1. Children are required to wear clothing suitable for sports activities including trainers or pumps. A kit list will be made available in advance of the camp.

7.2. Children must come with suncream already applied and wet weather clothing if required.

### **8. Fitness, illness, injury and first aid**

8.1. You must ensure that the participant is physically fit and able to participate in the sporting activities. If you have any doubt that a participant is sufficiently physically fit to attend a camp, please let us know.

8.2. Please be aware that the physical nature of the camp means that there will always be a risk of accidents and injuries occurring. It is your responsibility to ensure that the participant is in good health and does not have any medical conditions that may give rise to a risk of injury or physical harm. By making a booking you consent to the risk of the participant sustaining reasonably foreseeable injuries arising out of participation in camp activities.

8.3. It is your responsibility to tell us if the participant suffers from any physical or mental conditions which may give rise to any special needs or affect their ability to participate in the camp. Providing this information will enable us to make any reasonable adjustments that may be required to reflect the participants physical or mental needs during the camp. You must ensure that any medical information you have supplied is complete, accurate and up to date.

8.4. If a participant arrives at a camp with a medical condition which has not been disclosed to us or such condition presents itself during the course of the camp, we will make an informed judgement on the fitness of the participant to take part in the camp and we may decline to accept the participant on the camp or may require the participant to leave the camp.

8.5. York Sport requires that all children who are ill or infectious should be kept at home for the duration of their illness and for 48 hours after the last symptom has occurred, even if the child appears well again.

8.6. In the event that the participant needs medical attention during any camp then you agree to us arranging for any appropriate and necessary emergency treatment. We will endeavour to contact you and obtain your consent to any decision regarding the arrangement of such treatment. However, you agree that in an emergency situation we may not be able to contact you, and may proceed to arrange and consent to such treatment without doing so. We will always take the advice of suitably qualified doctors and medically trained staff.

8.7. If a child is injured or becomes unwell, we may, in some cases, reasonably determine that no medical treatment is required, or that only general first aid is required. In each case you acknowledge that we are entitled to exercise our reasonable discretion regarding the need for further medical treatment. Providing that we have acted reasonably in all the circumstances (having due regard to the symptoms presented by the participant while in our care) you agree that you will not hold us liable for any decision not to administer or authorise further medical treatment for the participant.

8.8. In the event of an accident, first aid will be administered to all children in our care and the emergency services will be called if necessary. Any allergies to medication including plasters must be stated on the booking form.

### **9. Activities**

9.1. Our highest standard of care and supervision apply to all activities. All children may participate in a range of activities in the various on-site facilities at York Sport unless we specifically receive written notification on the contrary from parents or guardians.

### **10. Insurance**

10.1. All children in our care are covered by Personal Liability Insurance

### **11. Personal Property**

11.1. All of your child's personal property is your own responsibility. York Sport is not liable for any property that is lost or damaged at a camp. If you believe your child has lost an item at Camp, please contact the York Sport Centre reception team on 01904 323855 or email [activities@york-sport.com](mailto:activities@york-sport.com).

11.2. Tablets and other valuable items should not be brought to the camp.

11.3. When a parent / guardian or authorised adult collects the participant from the camp, this person is responsible for ensuring the participant has all their belongings including valuables. We do not accept responsibility for such items left or unclaimed at the camp, nor do we accept any responsibility for costs, delays or complications that may result as a consequence of the failure of the parents / guardian or authorised adult to ensure they are in possession of those items prior to leaving the camp.

### **12. Liability**

12.1. Damage Liability - We reserve the right to reclaim costs for any damages caused to York Sport property and equipment by your child.

12.2. York Sport will not accept liability for any accident or injury (including fatality) to any Member or Visitor that may occur in the facilities other than liability which may arise from the negligence of York Sport, its staff or agents. All such incidents must be reported immediately to a York Sport staff member.

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### **13. Parent Feedback and Complaints**

13.1. York Sport are proud of our holiday camps and are committed to ensuring every child has an amazing time on our camps. We welcome and value feedback from parents and children, both constructive and positive.

13.2. If however, you have any concerns or suggestions whilst camp is running please contact your Camp Manager. If we hear about the problem during camp, we can almost always resolve it for your child. If for any reason you do not feel the issue has been resolved, please contact the Activities Team at York Sport via email on [activities@york-sport.com](mailto:activities@york-sport.com).