



## **Company Terms and Conditions**

**Version 0.3**

**Updated 7<sup>th</sup> July 2022**

**England Sport Group  
Imber Court  
Ember Lane  
East Molesey  
Surrey  
KT8 0BT**

### Terms & Conditions

Your booking is based upon our company Terms and Conditions set out below. It's important that you read and understand them. When making a booking with us you will be asked to tick a box to confirm you understand the agreements with us. We have a dedicated customer service team who are available to discuss any issues or questions you may have before, during or after your booking is made with us.

Our Terms & Conditions may be updated at times. The most up-to-date version can be found on our website [www.englishsportsgroup.com](http://www.englishsportsgroup.com) and is available to view when making a booking.

### Payment Terms

We accept payment by credit/debit card for all products on our website and booking system.

Childcare vouchers, Tax Free Childcare and our own Camp Pass can be used for payment of Camp England products only due to the nature of the services being provided. We do not accept payments by American Express, Paypal, cheque or cash.

Card details are encrypted and stored for use with future bookings on our booking software Pembee. You can make payment for any of our services on our website [www.englishsportsgroup.com](http://www.englishsportsgroup.com) or over the phone calling 0800 043 0707 during office hours.

Payment is due at the time of booking. No place will be confirmed until payment is received in full via our Stripe account.

If you are paying by childcare vouchers, payment must be processed at the time of booking. If no payment is processed, your child will be unable to join the Camp England sessions booked as we will have outstanding payment due on the account.

### **Booking and Cancellation Terms**

Responsibility for all booking details for adult and child attendees lies with you when registering for the first time and making each booking.

If you require changes to your booking after payment, please contact us and we will try and make required changes. This cannot always be guaranteed due to availability

### **School Classes and Club Programme**

If you cancel your place on one of our school classes or club programme sessions, a refund or credit will only be issued if this is due to medical reasons. In such circumstances, this must be supported with a medical note.

In the event that ESG is forced to cancel a school class or club programme class due to bad weather or coach illness (for example) we will do our best to contact you in advance, and we will endeavour to extend the remaining sessions for additional set times to make up for the cancelled sessions.

If you are unable to attend a booked lesson and it's been missed, we do not offer a refund, catch up session or a credit. School Classes and Club Programmes are booked as a term and the onus is on the customer/child to attend or not as they wish.

### **Holiday Camp Bookings**

If you need to cancel your camp booking, you must contact the office via phone or email in advance of 7 days before the booking made commences. Please quote your booking ref number and confirm you wish to cancel.

#### Over 7 working days' notice given to cancel

The office will issue you a camp pass (valid for 6 months) onto your account for the number of days that you are cancelling.

This only applies if you have contacted us to cancel in the period before 7 days of your first camp booking due to start.

#### Cancelling booking 7 days or less before booking starts

If you are cancelling your booking 7 working days or less, we are unable to refund or issue credit or camp pass. We operate a strict 7 working day cancellation rule and are unable to offer any form of refund on your booking.

We will only issue a refund if the child has an illness/injury and we see sight of a medical note confirming this.

## Holiday Camps Time Extension List

### Multisport Camp

- Multi-sports camps are 8.30am to 4.30pm
- A complimentary free extension is available from 4.30pm to 5pm but needs to be made at the time of booking.
- Early morning extension hours are 8am to 8.30am and must be purchased in advance.

### Specialist Camps

- Specialist sports camps hours are from 10am to 4pm.
- Early morning extension hours are 8am to 8.30am and must be purchased in advance.
- Complimentary free extensions are available 8.30am to 10am and 4pm to 5pm but needs to be made at the time of booking.
- Children must be picked up by 4.30pm if no extensions have been booked.
- If you are unable to collect on time, please contact the Camp Director for your venue whose number is provided in the booking confirmation email you received prior to the camp starting. **A late pick-up fee of £10 for every 15 minutes after 5pm is applicable.**
- If you drop off before your agreed session time is starting, you will be asked to wait until your session starts before the child is signed in. If the coach allows and ratios permit we may be able to take your child early but we will charge you for the early Morning Extension option which must be paid over the phone within 24 hours.

### Illness & Injury

We appreciate this can happen and if your child is unable to attend camp due to illness or injury, we ask that it is validated by a medical doctor's note and we will be happy to refund in full, less any days already attended.

If no doctor's note can be provided to us, then we are unable to provide a refund or credit for the booking.

If one child on the booking needs to cancel due to illness or injury (which is validated by a doctor's medical note and therefore refundable) then you are also entitled to a credit for any other siblings on the booking if they are unable to go due to the nature of the illness.

### Credits on your Account

If you have credit on your account on you have had credit allocated to your account, you only have 12 months from the date the credit was issued before it will expire.

Credit cannot be extended or refunded as a cash payment.

To make a booking using credit, you must contact the office who will complete your booking over the phone. Credits can only be used for children on the named account the credit has been allocated. Credits may not be used to purchase or offset fees for individual tennis lessons or used for Tennis England Club Membership.

### **Refunds**

In some circumstances, in line with our terms and conditions we will refund back to your credit/debit card you paid with via stripe. All refunds are confirmed in an email.

### **Health and Safety**

It's the responsibility of the parent/guardian to disclose full information relating to the child's physical and mental health. If your child has additional needs, please get in touch so we can fully understand these and make sure our coaches have the training required to support your child's needs when in our care.

We have a duty of care to keep children safe at all times. Children must not attend camp if they are ill or infectious or been in contact with someone who has recently been diagnosed with an infectious illness/disease/COVID.

### **Photography and Video**

On occasion our team may take photographs or video footage at our venues. This is for marketing and promotional purposes. To exclude your child, you must state when registering on your booking that you do not wish for them to be in any video or photography. If you need to check this you can see the details under your account in Pembee.

### **Data Protection**

To process your booking, we need to collect personal details about you and the children on your booking. It is your responsibility to ensure that you have permission to pass on these details. Additionally, we'd like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we'll ask for your consent to this when you register your details with us.

End

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