



Company Terms and Conditions

Holiday Camps

Version 0.5

Updated 3rd July 2023

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

1. General

- Your booking is based upon our company Terms and Conditions set out below. It is 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.
- Our Terms & Conditions may be updated at times. The most up-to-date version can be found on our website www.englishsportsgroup.com and is available to view when making a booking.
- 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.

2. Booking

- Responsibility for all booking details for child attendees lies with you when registering for the first time and making each booking.
- Only the children to whom you are the parent or guardian for are permitted to be included as attendees on your account.
- All complimentary or paid extensions must be booked in advance.

3. Payment Terms

- We accept payment by credit/debit card, childcare vouchers, Tax Free Childcare, account credit or our own camp passes*.
- We do not accept payments by American Express, Paypal, cheque or cash.
- If you are paying by childcare vouchers, payment must be processed within 3 days of booking. If no payment is received within this time, England Sports Group retain the right to cancel your booking.
- Payment is due at the time of booking. No place will be confirmed until payment is received in full by our Stripe account or the Childcare Voucher provider.
- Card details are encrypted and stored for use with future bookings on our booking software Pembee.

*exclusions apply

4. Camp Passes

- Camp Passes can be purchased by logging into your account on our booking system.
- Camp Passes are valid for 12 months and all days purchased must be attended within the validity period.
- Camp Passes are not extendable or refundable.

5. Childcare Vouchers/Tax Free Childcare

- If you choose to pay using Childcare Vouchers or Tax Free Childcare, please ensure you email us on childcarevouchers@englandsportsgroup.com with the following information within **3 days of booking**.

Childcare Vouchers	Tax Free Childcare
*Child's name	*Unique child's reference
*Booking reference	*Payment date
*Childcare voucher provider	*Payment amount
*Name of parent/carer issuing the voucher	
*Payment date	

- Once we have received the payment from the provider, we will email you to confirm receipt.

6. Cancellations

- In the event you need to cancel any of your bookings, please refer to the table below. All cancellations can be managed within your account.

28 days or more before session start time

Original payment method	Credit/Debit Card	TFC/CCV	Camp Pass Credit	Account Credit
Refund Options	Credit/Debit Card or Credit on account (6 month expiry)	Credit on account (6 month expiry)	Pass Credit reissued (original expiry)	Account Credit reissued (original expiry)

14-27 days before session start time

Original payment method	Credit/Debit Card	TFC/CCV	Camp Pass Credit	Account Credit
Refund Options	Credit on account (6 month expiry)	Credit on account (6 month expiry)	Pass Credit reissued (original expiry)	Account Credit reissued (original expiry)

3-13 days before session start time

Original payment method	Credit/Debit Card	TFC/CCV	Camp Pass Credit	Account Credit
Refund Options	Credit on account (6 month expiry) less £2.50 cancellation fee/day	Credit on account (6 month expiry) less £2.50 cancellation fee/day	Pass Credit reissued (original expiry)	Account Credit reissued (original expiry) less £2.50 cancellation fee/day

Less than 3 days before session start time

Original payment method	Credit/Debit Card	TFC/CCV	Camp Pass Credit	Account Credit
Refund Options	No refund options	No refund options	No refund options	No refund options

CCV - Childcare Vouchers

TFC – Tax Free Childcare

7.Account Credit

- Account credit is valid for 6 months only.
- Account credit cannot be extended or refunded as a cash payment.
- Account credit may not be used to purchase or offset fees for individual tennis lessons or used for Tennis England Club Membership.

8.Refunds

- In the event a refund is issued, please refer to the table below which outlines our terms.

Credit/Debit Card	CCV/TFC	Camp Pass	Account Credit
Refund to original credit/debit card	Account Credit applied (6 month expiry)	Camp Pass reissued (original expiry)	Account credit reissued (original expiry)

9.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 credit any days that are missed as a result.
- If no doctor's note can be provided to us, then we are unable to offer a 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 creditable) 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.
- In the event a credit is issued, please refer to the table below which outlines our terms.

Credit/Debit Card or Account Credit	Childcare Vouchers	Camp Pass
Account Credit applied (6 month expiry)	Account Credit applied (6 month expiry)	Camp Pass reissued (original expiry)

10. Health and Safety

- England Sports Group ratio of coaches to children exceeds all statutory requirements.
- The actual ratio varies between activities, age groups and camps. England Sports Group does not offer any higher coach:child ratio than 1:15 irrespective of any child's specific needs.
- It is 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 we are able to support them.
- We have a duty of care to always keep children safe. Children must not attend camp if they are ill or infectious.
- If the behaviour of the child is considered to be dangerous or inappropriate, England Sports Group reserves the right to decline/cancel a booking or exclude any child for any reason at its absolute discretion. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

11. Holiday Camp Programmes and Activities

- From time to time, we may need to amend our activities, services, dates and venues for reasons within or outside our control. In these circumstances, we will offer to transfer your booking to another site or offer alternative dates. If no suitable alternative can be found, camp pass/es, valid for 6 months, will be offered for the date/s affected only. Compensation will not be offered under any circumstances.
- Please be aware not all activities are offered in the timetable on a daily basis, and we cannot guarantee specific activities on specific days.

12. Drop Off and Collection Policy

- 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 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. We are only registered to have children on site until 5pm.
- **A late pick-up fee of £10 for every 15 minutes after 5pm is applicable.**
- Please note, exclusion may also result due to persistent late collection.

13. Personal Property

- We do not take responsibility for the loss or damage or any items of personal property brought into the camp and our insurance does not cover personal items. Please look at our Parent Guide (found on your booking confirmation on our website) which has further information with regards to what should and shouldn't be brought to camp.
- Any lost property is discarded after 1 month from the last day of Camp.

14. Child Protection

- If our staff suspect a child may be suffering from or makes a disclosure of abuse, our staff are obligated to report to the relevant authorities. If we suspect the child is in immediate danger, we are obligated to involve the police.

15. Photography and Video

- On occasion our team may take photographs or video footage at our venues. This is for marketing and promotional purposes.
- Permissions are granted/denied by the user when registering.
- Permissions can be checked and changed under the 'Attendee' section in your account.

16. 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 would 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 will ask for your consent to this when you register your details with us.

17.Complaints Procedure

- Step 1 - Speak to the Camp Director who is the most likely to resolve any concerns quickly and efficiently.
- Step 2 - If you feel your complaint has not been successfully dealt with, you may raise your concern with England Sports Group head office via phone by calling 0800 043 0707, or via e-mail info@englandsportsgroup.com.
- Our Customer Service Team will endeavour to address your complaint within 48 working hours and strive to resolve any issues quickly and effectively. You may also contact Ofsted directly with a complaint by calling 0300 123 1231.

End

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Last updated **3rd July 2023**