

Our coaching team have put together lots of handy information to help make your child's Camp experience the best it can be.



## Not Well



**On occasion your child might not be able to attend camp on the day due to feeling unwell.**

- We ask that any child who is feeling unwell, or has a temperature with cough or cold symptoms is not sent to camp.
- This ensures we are not spreading infections to our staff and other children at the camp.
- This is also for their safety as sporting activities will increase temperature and could cause their symptoms to get worse quickly.

**If our coaches feel your child is not well enough to take an active part in camp, we will call you and arrange for the child to be picked up.**

## Mobile Phone Policy



**Some older children may have a phone to stay in touch with parents or arrange pick up etc.**

- We will ask anyone with a phone to turn them off on arrival and put them in their bag.
- We accept no responsibility for lost, damaged phones while children are on our camp.
- No photos or videos must be taken by any children whilst they are at camp, on their phone.
- They will be allowed to switch on at pick up times.

**Our coaches cannot look after or store any mobile phones.**

## Things to bring to Camp



Water bottle (not glass) that can be refilled



Packed Lunch and some snacks (no nuts please)



Sun cream and a hat to protect them



Suitable clothing for doing sports



Trainers (no flipflops/sliders)



One bag to put it all in, rucksacks are great!

**Please clearly label all items with your child's name.**

## No thank you



**We see all sorts of things coming to camps! Please leave these at home:**

- Computer games/ consoles/iPad/ headphones
- Remove any jewellery (rings, necklaces, bracelets)
- Expensive clothing that could get damaged/lost/wet



## Just turn up – it will be fine



**We cannot accept children into camp without a booking.**

All bookings made receive a confirmation email. We have strict coach to children ratios that we must plan in advance, so we are unable to take children who just turn up on the day looking for a place. Our coaches will not allow them on site if they are not on the register with a completed online booking.

## Accidents will happen



Should your child have an accident or injury doing sport at our camp and require first aid, we will notify you of the incident and document the details on an accident form.



If the injury is more serious our camp staff will call you immediately and follow up with an accident form.



Our Camp Team have First Aid trained coaches on site with fully equipped first aid boxes.



If your child has a medical condition or takes medication that we should be aware of, and any side effects please make this clear when completing your booking with us online.

## In the Loop



At each camp we have a notice board when you drop off or pick up that displays details about the day, your camp director's info and our insurance details should you wish to view them. If you have any questions during drop off or pick up our coaches are on hand for a chat.

## Hot Hot Hot



It can be a hot day at camp especially in the summer, we will ensure we have regular water breaks, and grab some shade.

It's important that sun protection (ideally SF50) is applied to your child's face and body before they come to camp. It's likely they will need to reapply the protection, so please pack a bottle of sunscreen so they can re-apply themselves at points during the day.

Our coaches do not have spare sunscreen to apply to your child and they are not allowed to apply protection to your child's body or face.

**If your child attends camp with no hat or sunscreen protection applied in the hot weather, the child may not be able to participate in all the activities provided at the camp.**

## Lost It!



We always find a few items left at the end of camp. Items are taken to our main office at Imber Court, East Molesey. We keep items for 1 month after each camp finishes, then they are taken to a local charity shop. Lost property is held on site for the duration of the camp so you have a chance to collect it directly from the venue.

## Feedback



We are open to all feedback, if your child has had a fantastic time, or you wish to give a shout out to a particular coach please email our office team with your thoughts at [info@englandsportsgroup.com](mailto:info@englandsportsgroup.com)

## Complaints



If you have a complaint, please talk to the Camp Director in the first instance at your camp venue. If you prefer you can contact our customer service team at [info@englandsportsgroup.com](mailto:info@englandsportsgroup.com) or call us on **0800 043 0707** Mon to Fri 9.00am until 2.30pm. Full details of our Complaints procedure is available on our website [www.englandsportsgroup.com](http://www.englandsportsgroup.com) under Parents Hub.