***Allsports kids Terms and Conditions***

1. ***Payment & Agreem*ent**

The agreement between you and Allsportskids begins at the point where a payment is made, whether in part or full, and is from when these booking conditions apply. This agreement is with you, as the person who made the booking, and you are responsible for ensuring any parent/carer relating to this booking are aware of, and accept, these booking conditions.

2. ***Payments***

Camp payments are due two weeks prior to the camp start date. If payments are not made by the due date, we may cancel the booking and retain any payments already made. Bookings made after the due dates must be paid in full at the time of booking.

***3. Debit and Credit Card Payments***

There are no charges for credit/debit cards.

4. ***Childcare Vouchers & Tax-Free Childcar***e

Please allow up to 5-7 working days for Childcare Vouchers to reach us and use your booking number and child’s surname as a reference. If paying with Tax-Free Childcare, please enter the long reference number for this payment at the time of booking so we can identify and allocate the payment. If you do not have this reference number at the time of booking, please notify us of this by email within 24 hours of completing the booking.

5. ***Confirmation***

Your Booking Confirmation confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking. You can see all your bookings for the next 3 months on your Summary page when you login at Allsportskids.childcare-online-booking.co.uk

6. ***Consumer Rights*** - as you’re booking a service with specific dates, the 14-day cooling off period does notapply, however if your confirmation is not what you expected please tell us within 5 working days, we’ll change it if we can, or refund you if we can’t. After 5 working days our normal cancellation and booking amendment terms will apply.

6. ***Cancellations or Changing Weeks/Days*** (For additional COVID-19 terms, see Clause 7)

With our cancellation insurance option of £2 per day you can change your dates within the same operating season, up to the last working day before each week, subject to availability.

Without insurance, you can change your dates within the same operating season, up to 14 days before your booking is due to commence, subject to availability.

Please note if you have booked a full week you cannot move individual days to another week without paying the difference between the full week and individual day costs as the weekly discount will no longer apply.

Cancellations 14 days before camp can either be refunded in full or credited to your account for use at future camps.

Cancellations after this time, will only be refunded if you have paid for the insurance and will be refunded minus the £2 insurance.

7. ***COVID-19***

Cancellation of Camp. In the event a camp cannot proceed due to the COVID-19 pandemic, you will be able to claim a refund or a credit note, depending on your preference, regardless of whether you have insurance or not. If your child displays symptoms, you must book a test, report to camp any positive result and self-isolate as required. We are obliged to report any positive cases of COVID-19 to OFSTED.

Should your child not be able to attend camp due to testing positive for COVID-19 or required to self-isolate you will be able to claim a refund or credit note, depending on your preference, if you have the insurance. All other bookings will be able to claim a credit note only.

Camp request for isolation. If there is a confirmed case of COVID-19 at camp, we may have to ask your child to isolate if advised by NHS Test and Trace that it is necessary. In the event that this happens we will issue you with a refund or a credit note, depending on your preference, regardless of whether you have insurance or not.

8 ***Photography / Video footage***

We may take photographs at camp to use solely on our website. No social media platforms will be used. To exclude your child, we must be informed via the child details form before your child begins at camp.

9 ***Health and Safety***

In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions or those who cannot demonstrate the required skill competence may not be allowed to participate in some activities. In such cases we will always provide alternative activities.

10. ***Your Child’s Information***

At the time of booking full and accurate information about the child’s DOB, medical, physical or behavioural needs, or any other additional needs, must be provided. Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid. All information given is in complete confidence.

11. ***Child Protection***

Allsportskids’ staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice.

12. ***Staff Ratio***

Allsportskids’ staff to children ratios exceeds all statutory requirements. The actual ratio varies between activities and age groups. We do not offer any higher staff: child ratio than 1:8, irrespective of any child’s specific needs unless we are going off site for forest activities.

13. ***Liability and Personal Property***

Allsportskids does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £10 million. Allsportskids will not take responsibility for the loss or damage of any items of personal property brought onto the camp.

Anything valuable including mobile phones should not be brought to camp. Any phones that are essential (for instance- year 6 children whose parents have given written permission to allow them to walk home by themselves) need to be handed in to group leaders at the beginning of the day and they will be given out again at the end of the day.

14. ***Exclusions and Late Collection***

Allsportskids reserves the right to exclude any child for any reason at its absolute discretion, including persistent late collection. We are only registered to have children on site until 5.30pm. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

Please note; where children are collected after 5.30pm we will automatically apply a late fee of £5 per 10 minutes to your account.

15. ***Programme and Activities***

Please note that if you are booking individual days we cannot guarantee specific activities on particular days. Please note there may also be changes in the timetable due to COVID-19 restrictions in place at the time of camp, staff ratios and the weather.

16. ***Policies and Procedures***

Copies of our policies and procedures are held at camp and Central Office and are available on request.

17. ***Complaints***

Allsportskids is committed to ensuring every child has such an amazing experience they can’t wait to comeback. If you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there’s a problem while your child is still at the camp we can almost always resolve it. We cannot change the situation after the event, so please talk to any of the camp leaders promptly if you have any complaint. If the problem is still not resolved, please email allsportskids.uk@gmail.com.

You can be assured that your complaint will be taken very seriously. In the unlikely event your complaint is still unresolved, you may wish to contact Ofsted on 0300 123 1231 or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Refunds and compensation will only be made if Allsportskids is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the camp. Please note: verbal abuse of office or camp staff will not be tolerated and bookings cancelled with immediate effect.

18. ***Data Protection***

Allsportskids acts as a Data Controller for the purposes of the GDPR. To process your booking, we need to collect personal details about you and all the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.