

## Elite Youth Sports Terms and Conditions



Last updated: 17th July 2021

### User of Holiday Camps; Birthday Parties; Wraparound Childcare and School Services

By booking onto any holiday camps, afterschool clubs, wraparound childcare and any other services provided by Elite Youth Sports Ltd, you hereby confirm your acceptance of these Terms and Conditions. You also agree that you have the right, authority, and capacity to abide by these Terms.

Our aim as a leading sports coaching provider is to develop, improve and encourage children to keep active and healthy through an array of multi-sports activities during term time and school holidays.

### Definitions

Throughout these Terms and Conditions Elite Youth Sports are referred to as “we” “our” or “us”. Parents/Carers/Schools are referred to as “you” “your” or “Purchaser”.

### Ofsted Registration

Elite Youth Sports are proud to be voluntary registered with Ofsted and are subject to maintaining high standards, regulations and passing inspections throughout the year. Elite Youth Sports must meet certain criteria in order to be Ofsted registered.

### Child’s information

Upon booking your child’s place with Elite Youth Sports, it is your responsibility to ensure all information provided to us is correct, including any medications, allergies, special education needs and emergency contact information. These can be updated at any point by logging in to your Elite account or by calling us on 01235 415846.

### Minimum Ages

The minimum age that we are legally allowed to cater for is four years old for no longer than a four hour session per day. All other children must be ages 5 – 13 years old.

### Payments

Elite Youth Sports accepts payments by credit card, debit card (except American Express) childcare vouchers and tax free government scheme. In other circumstances bank transfers may be accepted.

All places must be booked and paid for in advance of attendance via our website. Childcare vouchers must be selected at the checkout and then payment transferred from your own voucher provider account. When sending payment please use your child’s name and booking reference so we can allocate the payment accordingly. Once this has been done please email us on [info@eliteyouthsports.co.uk](mailto:info@eliteyouthsports.co.uk) to confirm. No bookings are confirmed until 100% of the funds have been received.

### Marketing - Social Media, Website, Promotional Material

From time to time, we may take photographs or videos of children using our services for promotional purposes. When booking your child’s place there is a box to confirm your acceptance of this. You can change your mind and withdraw consent of this at any time by emailing [jennifer@eliteyouthsports.co.uk](mailto:jennifer@eliteyouthsports.co.uk) or updating your child’s profile on the booking system.

### Camp Schedule and Activities

Elite Youth Sports do endeavour to provide the sports advertised on promotional material but under circumstances out of our control there may be changes to the activity schedule or venues. Each camp day will include a minimum of four sporting activities with the option to join in Arts & Crafts throughout the day. Camp timetables are a guide and subject to change. If in the event a venue is unable to accommodate us, we will do our best to give you as much notice as possible.

### **Wraparound Childcare Provision**

Elite Youth Sports provide breakfast and after-school clubs at a variety of school settings in Oxfordshire. Sessions are available daily and book about in advance of at least 24 hours for morning or afternoon sessions. Where applicable food is provided based on the session booked per child. It is the parent's responsibility to ensure that Elite Youth Sports are aware of any allergies or nutritional requirements at the time of booking. Missed sessions will not be refunded or credited.

### **Cancellation and Refund Policy**

You can cancel a booking up to 14 days before the first date of your booking and we will refund all monies paid. **Childcare vouchers or tax-free scheme payments are non-refundable, however your account will be credited with the value and usable against a future booking.**

If cancellation is less than 14 days before the first date of the booking, unfortunately we are unable to refund any monies.

Changes or cancellations made on the day your child is due to attend cannot be refunded or moved to another date.

Please note changes cannot be made to bookings due to take place within 24 hours.

All changes to bookings must be made over the phone or via email. Unfortunately, a phone message or voicemail does not constitute confirmation of your requested date change. Applicable changes can only be made in the same holiday period.

Due to unforeseen circumstances, we may have to cancel some dates, but we will try to give as much notice as possible and offer alternative options if available, or refund all monies paid for the dates cancelled by Elite Youth Sports.

In the instance of an uncontrollable act of God, including but not limited too - weather related, virus epidemics and natural disasters no refunds will be issued, however we will endeavour to transfer your booking to another date free of charge.

If any of the after-school clubs should be cancelled by the schools directly, no refunds will be offered, alternatively we will offer transfers to future club dates.

## **Illness Policy**

If your child is going to be absent from a session, parents/carers must notify the Camp Manager and Head Office no later than 8:00am on the morning of. If a child is absent without explanation, staff will contact the parents/carers of the child to check their whereabouts. If staff have any concerns about the child's whereabouts after attempts to contact the parents, they will contact the Designated Safeguarding Leader who will contact the appropriate authorities.

If your child has been sick in the last 24 hours, please call our head office on 01235 415846 or the camp/club setting for advice on whether to attend camp.

If your child is suspected of having covid please see our Covid Policy [here](#)

## **Pricing**

Holiday camp and afterschool prices are displayed on the website. We reserve the right to increase or decrease our prices dependent on demand. Likewise, from time to time we may offer discounts or special offers to encourage bookings to ensure the camps and clubs are fully subscribed. No refunds of price difference will be issued. Credits may be applied to your account at the discretion of head office management. Discount codes cannot be applied retrospectively and must be applied at the time of booking.

School services are a tailored option per school and prices are available upon request.

## **Collections and Drop Offs**

Standard Elite Camp times are from 9:00am – 3:30pm, children must be dropped off no earlier than 8:55 or collected any later than 3:30pm.

Chargeable Extended Elite Camp times are from 8:30am – 5:00pm, children must be dropped off no earlier than 8:25am or collect any later than 5:00pm.

Upon booking you will be asked to provide a secret code word that can be used to collect your child by you or a nominated person. If at any point you are running late please contact the camp manager on the designated camp number found on your registration email.

All children MUST be collected no later than 3:30pm or extended hours 5pm. If you are found to be consistently late, we reserve the right to charge you a late collection fee of £20 every half an hour to cover staffing and resources.

## **Holiday Activities and Food Provision (HAF Scheme)**

For those eligible for fully funded camp places as part of the government HAF scheme, Oxfordshire County Council fund this project and part of the conditions for Elite to receive funding is that your child must be receiving free school meals on pupil premium (low-income household) to qualify.

Your child's eligibility will be confirmed with the primary/secondary school that they attend and Oxfordshire County Council. Limited places are available across Easter, Summer and Christmas Holidays in 2021/22 and bookable on a first come first serve basis.

For all free school meal children there is a healthy packed lunch provided.

Places must be booked directly with us by emailing [jennifer@eliteyouthsports.co.uk](mailto:jennifer@eliteyouthsports.co.uk)

## **Mobile Phones and Electronic Devices**

Children are prohibited to bring mobile phones and electronic devices to camp. If found, the camp manager will hold on to these items until the end of session and return to the child's parent/carer before they leave at the end of the camp day. If your child is required to have their mobile phone for a specific reason please speak to the camp manager at the start of the day.

## **Lost and Personal Property**

Elite Youth Sports does not have the storage capacity to hold on to lost belongings. They will be kept for a maximum of two weeks after camp. If not collected after this time the items will be donated to a local charity

shop. Elite Youth Sports is not liable for any damages or lost property during camp. Please ensure clothing, lunchboxes and sports bottles are named.

### **Insurance**

Elite Youth Sports have public liability and employer's liability insurance to cover all children, parents and staff using our services.

### **Accidents, First Aid and Incidents**

Accidents and injuries are a possibility of playing any sports. We reduce the risk of injuries by checking and replacing broken equipment regularly and briefing children before use and play. If in the rare circumstance there is an injury or accident, there are procedures in place. To view the full Accident, First Aid and Incident Policy please email [info@eliteyouthsports.co.uk](mailto:info@eliteyouthsports.co.uk) for a copy.

At the time of booking it is the parent/guardian's responsibility to ensure that Elite Youth Sports are made aware of any medical conditions, allergies, behavioural issues, special needs, disabilities, nutritional requirements and existing injuries prior to attending any camp, club or service EYS provide. Any injury or medical incident that arises from non-disclosure of the any of the above is the full responsibility of the parent or guardian.

### **Safeguarding**

As a childcare provider the safety of children is our highest priority and all legal obligations in relation to safeguarding are taken extremely seriously. If there is any reason to suggest child neglect or abuse this will be reported to Ofsted and local authorities for investigation.

### **Exclusion and Behaviour**

We promote positive behaviour at Elite Camps and Clubs but for any reason including but not limited to bullying, inappropriate behaviour, harassment or repeat incidents we reserve the right to exclude any child. No refunds will be offered for missed days as a result of exclusion. For full details please request a copy of our Positive Behaviour Policy.

Elite Youth Sports reserve the right to reject any bookings from parents with children where EYS cannot meet the needs of the individual or repetitive disruption and disregard to the rules at camp.

### **Complaints Procedure**

If you would like to make a complaint about our services, we would love the opportunity to discuss any concerns with you. If you could please request a copy of our complaint form in writing to [info@eliteyouthsports.co.uk](mailto:info@eliteyouthsports.co.uk) within 14 days of your experience and we will get back to you as soon as possible.

### **Website**

Elite Youth Sports only operates one website [www.eliteyouthsports.co.uk](http://www.eliteyouthsports.co.uk) and is not liable for any damages, without limitation, resulting from use of the website. We make every effort to offer a fully secure online booking service via app.coordinate.cloud and disclaim any liability for any security issues that may occur. If you experience any technical issues when using the website, please email [info@eliteyouthsports.co.uk](mailto:info@eliteyouthsports.co.uk).

### **Copyright**

All content included on [www.eliteyouthsports.co.uk](http://www.eliteyouthsports.co.uk) and company social media channels including text, graphics, images and logos is intellectual property of Elite Youth Sports Ltd, unless otherwise stated, and is protected by copyright laws.

### **Policies and Procedures**

Requests for full copies of the following policies can be emailed to Head Office on [info@eliteyouthsports.co.uk](mailto:info@eliteyouthsports.co.uk)

Accidents, First Aid & Incidents | Allegations | Attendance | British Values | Child Sexual Exploitation | Allergy Protocols | Emergency Evacuation | Equal Opportunities | Health & Safety | Intimate Care | Food, Drink & Healthy Eating | Female Genital Mutilation | Missing Child | Positive Behaviour | Physical Intervention | Mobile Phone & Camera | Lock Down | Safeguarding | Visitors | Uncollected Child | Complaints | Covid-19

