

Northumbria Sport Academy Holiday Camps Terms & Conditions

Booking your child's place – All activities are booked on a first come first serve basis, and are not confirmed until full payment has been made.

Cancellations or no shows – Once a payment has been made, a refund may only be given if over 30 days' notice of cancellation is given in order to give adequate time to refill your child's place on a holiday camp. No refunds will be given for any cancellation 30 days or less from the earliest day your child is booked onto the holiday camp, unless due to injury or ill-health. In these cases, an official medical note from a medically qualified practitioner will be requested.

Medical and special educational needs - You are obliged to notify Northumbria Sport Academy staff of any pre-existing medical conditions (including allergies) or special educational needs your child may be experiencing, accompanied with any medication that may be relevant, in writing. If full information about medical or physical conditions, or behavioural matters are not provided at the time of registration it may result in your child being excluded from activities with no refunds provided. Arrangements must be made in advance for any medication that a child needs to receive during a Holiday Camp. Northumbria Sport staff or Academy coaches are unable to administer medication.

Behaviour – Northumbria Sport Academy coaches and staff are all suitably qualified and, will use their skills to manage behaviour to the best of their ability. Abusive, aggressive or disruptive behaviour by your child towards staff or fellow children will result in immediate expulsion (non-refundable) and exclusion from future activities. In the event of this happening, the named emergency contact will be informed and expected to collect the child immediately.

Clothing - As this is a sports based holiday camp, any child not in correct clothing will not be allowed to take part. Jeans and shoes are not permitted.

Personal items - Northumbria Sport Academy staff and coaches, Northumbria University, and Sport Central/Coach Lane, will not accept any liability for the loss or damage of any personal items brought to the centre. Valuable items such as phones and tablets should be left at home or put into a locker (available with a £1 coin).

Content, timing and delivery - It may be necessary, for reasons beyond our control, to change the content, timing and delivery of Northumbria Sport Academy Holiday Camps. When possible, advanced notice will be given.

Safeguarding and child protection – Northumbria Sport staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, staff will contact Social Services for further advice.

Money - Northumbria Sport staff cannot take responsibility for any money left with your child.

Drop-off/Pick-up – All children aged 11 and under must be dropped-off/picked-up and signed-in/out by a guardian aged 18 or over. All Children aged 12 and under must be dropped-off/picked-up by a guardian aged 18 or over, unless prior written permission has been given by a parent/guardian for their child to sign themselves out and travel home themselves.

Lateness (arrival) – All activities are scheduled to start on time as advertised. Any lateness, without contact being made to advise staff, may result in your child missing activities advertised. No refund or replacement session will be offered.

Lateness (departure) – Unless otherwise advised by Northumbria Sport staff, Northumbria Sport Academy Holiday Camps end at 17:00. Children can be collected before this time if convenient, however no reimbursement is available for leaving early. Children should be picked-up and signed out with a member of Northumbria Sport staff by 17:15. If the parent/guardian is going to be later than this, they should call the reception of the host venue so staff can be arranged to stay with the child until they are picked-up.

Food & Drink – Lunch for all day camps must be brought to Northumbria Sport Academy Holiday Camps as food is not provided. All children must bring a refillable water bottle to the Holiday Camp. No highly caffeinated or high in sugar 'energy' drinks, or carbonated drinks, are allowed to be consumed during the Holiday Camps eg: Red Bull, Lucozade, Coca-Cola.

By booking your child, or children, onto a Northumbria Sport Academy Holiday Camp, you are confirming your agreement to the terms and conditions set out above.