

University of the West of England – Centre for Sport

Hotshots Holiday Camps – Terms and Conditions

GENERAL TERMS AND CONDITION

1. Children will be supervised at all times by the group leader/coordinator.
2. Users of the camps are responsible for their own safety. Users should contact a member of staff for any assistance if required (during the holiday camps children will be supervised at all times).
3. On arrival at the Centre for Sport please report to reception and register your child in the designated area on each visit.
4. Any inappropriate or disruptive behaviour will not be tolerated. In the event of such behaviour participants will be withdrawn from the activity and parent/guardian will be contacted.
5. Food and drink are to be consumed in the designated areas.
6. Appropriate footwear must be worn at all times, i.e. trainers preferably with non-marking soles.
7. Suitable clothing must be worn by participants, i.e. tracksuit, shorts and t-shirt.
8. Participants will be asked to change if they have inappropriate (e.g. muddy/dirty) clothing or footwear which could cause harm or risk to themselves or others.
9. Children are required to have a change of clothes as they may get wet during outdoor activities.
10. Trainers may get scuffed on the climbing wall.
11. The Centre for Sport reserves the right to refuse admission for anyone outside of the specified age group.
12. Hotshots Active: Children must be age 8 years old at the beginning of the camp, and not more than 13 years old at the end
13. The Centre for Sport reserves the right to amend or introduce any rules to ensure safe and efficient operation of the service.
14. Valuables such as mobile phones and games consoles should not be brought on site. The Centre for Sport will not be held responsible for any personal property.

Booking, payments, alterations and cancellation

1. To secure your child's place full payment or childcare voucher payment must accompany the application form.
2. On receipt of payment, you will be sent an e-mail to confirm your booking request.

3. The Centre for Sport confirms full acceptance of the terms and conditions on the receipt of the application form and payment.
4. If you wish to change dates, 24 hours' notice is required before the original date booked to transfer the payment.
5. If you wish to cancel your booking, you are required to give seven days' notice before the date booked to gain a full refund.
6. With less than seven days' notice payments are non-refundable except for unforeseen circumstances at the discretion of the manager.
7. There will be no refund if your child cannot attend camp due to sickness as costs are incorporated into staffing.

Medical conditions and medication

1. You must inform us and give full details of any medical conditions or special requirements that your child may have; this information will be kept confidential.
2. Our staff cannot administer medication to your child. Only trained staff would administer lifesaving medication. Although our staff are first aid qualified, they are **not** qualified to administer medicine and are therefore prohibited from doing so. The only acceptance to this is lifesaving medication such as epi pens. -
3. If your child requires medication on a day they are at Hotshots, you must complete a medical administration form at the start of the day to confirm that they can self-administer. These are available from the leader.

Photography

1. Photographs may be taken by UWE Bristol staff of the children participating in the activities. These may be used for advertising their achievements and/or future marketing of the programme. Please ensure you complete the relevant consent section on the application form. Consent will always be confirmed before any photography is taken.

Children not accompanied by an Adult Policy

1. Children must be **aged 10 or above** to arrive at or leave the facility unaccompanied.
2. No child under the age of 10 may enter or exit the facility without an adult.
3. Parents/carers must provide **written permission** confirming that:
 - a. They allow their child (aged 10+) to **arrive at the facility unaccompanied**.
 - b. They allow their child to **leave the facility unaccompanied** at the end of the day.
4. Permission must be submitted **in advance** via the online store.

In the event of a parent/carer not collecting their child

The following actions will be taken.

1. Leave the child with CFS reception ensure they have all contact details
2. Reception to contact parent/carers phone, (all phone numbers available), leaving message if not answered trying every 5 minutes to establish response

3. Keep child safe and entertained
4. If parent/carer does not arrive within 30 minutes staff should contact UWE Bristol Sport safeguarding lead or/and registered person and keep them informed of the situation.
5. If no contact has been made one hour after the session, UWE Bristol Sport staff will inform social services along with Ofsted.