

## Sport and Wellbeing Kids Camps

### Terms and Conditions

### Version 1.0

#### 1. Bookings

- 1.1. **When making your booking** please ensure that you fill in all areas of the form to better facilitate the processing of your application.
- 1.2. **Following ratio guidelines** is a key part of our service to you. If we are at capacity, we are sorry we will not be able to accept any further bookings.
- 1.3. **If you want to know more** about how we hold your data, please refer to our privacy notice. Our updated copy of our privacy notice can be found via our website.

#### 2. Payment and Confirmation

- 2.1. **How you can pay:** Payment for Kids Camps can be made via the Online Store (<https://store.southampton.ac.uk/>). All childcare voucher bookings should be made via the Online Store to ensure the process we have in place is followed.
- 2.2. **When you should pay:** Payment must be made during the booking process. We run a procedure that if payment is not received at the time of your booking this booking will not be confirmed.
- 2.3. **If you are paying by childcare vouchers**, we ask that you make your booking via your credit or debit card to ensure your space is reserved. Once your childcare vouchers are received, we will then look to refund your card payment. **Please note that online store refunds can take up to five working days.** For further information please visit our website;  
<https://www.southampton.ac.uk/sportandwellbeing/activities/holiday-camps.page>

#### 3. Cancellation and Force Majeure

- 3.1. **Should you wish to cancel** after booking a course you may do so by contacting us in writing or by email. For online purchases please refer to the Online Store Terms and Conditions for full details (<https://store.southampton.ac.uk/help/terms-and-conditions>). Please take particular note of points 7 (Consumer Rights), 11 (Cancellation and Refunds of Goods) and 12 (Cancellations and Refund of Event and Services).
  - Cancellation within 6 weeks of start date of Kids Camp period: 100% refund (**last available day: 24<sup>th</sup> February 2020**)
  - Cancellation within 4 weeks of start date of Kids Camp period: 50% refund (**last available day Monday 9<sup>th</sup> March 2020**)
  - Cancellation within 1 week of start date of Kids Camp period: No refund (**last available day Monday 30<sup>th</sup> March 2020**)
- 3.2. **If it becomes necessary for us cancel**, we will look to process a full refund.

3.3. **In the case where we must close** due to unforeseen circumstances or an incident outside of our control, no refund or replacement session will be offered.

3.3.1. **Such Force Majeure circumstances** might include (but are not limited to) damage to the pool, severe weather conditions, power failures, industrial action, civil unrest and other events that Sport & Wellbeing has no reasonable control over or prior knowledge of.

#### 4. Attendance

4.1. **If your child is sick**, we would not be able to process a refund due to pre-planning of our Kids Camps and knock-on-effects. Please ensure you contact us via email [sportandwellbeing@southampton.ac.uk](mailto:sportandwellbeing@southampton.ac.uk) or via phone 023 8059 2119 to let us know that your child will not be attending due to sickness.

4.2. **Late arrivals:** Parents are asked to ensure their child is dropped off at the correct location at the time off their child's course. Our team will not wait for any late children, so we highly recommend that children arrive on time. Parents are asked to inform the team of any planned late arrivals in advance.

#### 5. Changes

5.1. **If you wish to make changes**, changes can only be made up to 4 weeks of the start date of the Kids Camp period. Please note that any additional requests will incur a charge of £5.00 per change.

#### 6. Illness and Medical Conditions

6.1. **If your child has a pre-existing medical condition**, we ask the parent/guardian to ensure they make the team aware at Sport & Wellbeing by completing their medical form to the best of their knowledge. All medical forms should be with Sport & Wellbeing at least one-week before the start of your booking.

6.2. **Children with disabilities:** it is recommended that a meeting is requested with the team at Sport & Wellbeing to ensure that accessibility requirements can be reviewed.

6.3. **If your child has contracted an illness whilst at Kids Camp**, we ask that you contact the Sport & Wellbeing team immediately to discuss this further.

6.4. **Refunds** are only offered on proof of medical condition, from local health care services.

#### 7. Behaviour

7.1. **Zero tolerance policy on bullying and continued poor behaviour**, in more serious cases, we reserve the right to ask parents and guardians to remove children from our Kids Camp for the rest of their bookings. No refund for any remaining days booked will be given.

- 7.2. **In such an event of late collection**, parents will be asked to pay a further £5 per fifteen minutes after 5.45pm to cover the additional staffing cost. If we have no contact from a guardian by 6.30pm, we will look to contact Social Services to advise them of an uncollected child.
- 7.3. **Safeguarding:** the Sport and Wellbeing team have a legal obligation to report any sign of child abuse or neglect to our Principle Safeguarding and Local Safeguarding Lead. The MASH for children and young people will be contacted. Our Safeguarding Children Policy can be found on our website (<https://www.southampton.ac.uk/sportandwellbeing/activities/holiday-camps.page>)

## 8. Complaints

- 8.1. **We pride ourselves in delivering an enjoyable and safe experience.** If you have either negative or positive feedback, please tell us. All feedback will be used in order to enhance our offerings, please email [sportandwellbeing@southampton.ac.uk](mailto:sportandwellbeing@southampton.ac.uk).

## 9. Valuables

- 9.1. **Sport and Wellbeing will not accept liability for lost or damaged property.** If you believe that your child has left an item, please contact [sportandwellbeing@southampton.ac.uk](mailto:sportandwellbeing@southampton.ac.uk) or speak to a member of the team in person. We ask that valuables are not brought to our Kids Camp sessions.