



## UNIVERSITY OF KENT

# KENT SPORT ACTIVITY CAMPS TERMS AND CONDITIONS

These Terms and Conditions and other information packs such as our Policies and Procedures lay out the agreement between us and the parent/guardian when making a booking for our children's activity camps. If you ever have any questions about our Terms and conditions, please contact a member of the team at [sportsdevelopment@kent.ac.uk](mailto:sportsdevelopment@kent.ac.uk)

1. Payments – Kent Sport EasterZone and SummerZone Camps accept bookings and payments via Clubspark/Stripe. All payments must be made before your child attends. We reserve the right to cancel your booking if no payment has been received before your child attends. In the unlikely event that payment has not been made after your child attends, there may be a late payment fee of £50 added to your booking total to cover all admin costs.
2. Changing your booking - If you wish to change any or all the days you have booked with us, you must notify us immediately. We cannot guarantee a space for the date you wish to move to. If a space has been made available for you and you do not show up, you may still be charged for this service. This will be at the discretion of Kent Sport.
3. Cancellation policy – Kent Sport EasterZone and SummerZone camps operate a tiered refund policy; -
  - a. You have the right to a full refund if you decide to cancel within 48 hours of completing your booking.
  - b. If you cancel your booking more than 31 days before the start of camp, we will offer a 75% refund.
  - c. If you cancel your booking between 7 and 31 days before the start of camp, we will offer a 50% refund
  - d. If you cancel your booking within 7 days of the start of the camp, then no refunds will be offered. Kent Sport will, however, offer a credit for an alternative day or future camp.
4. Late collection – All children must be collected no later than 5pm if the late pick-up session has been booked unless previously arranged with Kent Sport. If you arrive later than 5pm to collect, two staff members will stay with your child until they are collected. You will be charged a fee of £5 for every 15 minutes you are late collecting your child. If by 6:30pm there has been no successful contact from the parent or guardian, we will contact social services to inform them of an uncollected child. We reserve the right to refuse future bookings from a parent or guardian who continually collects their child late.
5. Your child's information - It is the responsibility of the person making the booking to ensure that all information that is given at the time of booking is accurate and true with close attention to age, date of birth, medical history, other special educational needs, and emergency contact details. This information enables Kent Sport to explore the provision of additional support mechanisms required otherwise, Kent Sport may refuse entry to camp without this and other information requested at the time of booking. It is extremely important that all this information is given for safeguarding purposes. It is also the responsibility of the parent or guardian to ensure all information that we keep is up to date and accurate.

6. Activities / schedules – Activities may be affected by poor weather conditions or other factors which are beyond our control. Timetables and schedules displayed are only a guide and are likely to change at any time.
7. Staff ratios – Our staff ratios will be set in relation to the age group concerned and in line with Government guidance, ensuring a high level of care for your child. On many occasions, there may be more staff than needed for each day, but we cannot offer any 1 to 1 care to any child.
8. Video footage/photography – Throughout the day we may take videos and photographs for promotional, training and advertising purposes. This will be through prearranged devices nominated by Kent Sport. No other devices or mobiles will be permitted to be used throughout the day by staff and children. You must inform us in advance or at the time of registration if you wish for your child to be excluded from this. We aim to post this material to our social media platforms for the parents and any other Kent Sport followers to see. There are no guarantees that all children will appear.
9. Nut allergy policy – Although every step is taken to ensure that any food or drink brought to our camps are nut-free, we cannot rule out traces of nuts or peanuts. We would kindly ask all parents/guardians to ensure that their children do not bring any food or drink containing nuts or peanuts to any of our camps.
10. Packed lunches – You are required to provide your child with a packed lunch, this must include plenty of fluids or a refillable bottle for the day. If foods provided are perishables, please make sure there is a small ice pack included. We will provide your child with water stations to refill their bottles throughout the day.
11. Lost property - You are responsible for all your child's belongings when they leave camp. Kent Sport will endeavour to return any lost property to its rightful owner but if this is unsuccessful, it will be donated to charity.
12. Complaints – Kent Sport is committed to ensuring that every child has a fantastic time and wants to return. If for any reason you or your child is unhappy with any aspect of our camps, we want to be the first to know! If a problem has arisen either before or after camp, please contact our camp manager. If there is an issue whilst your child is still attending camp, please contact your camp manager who will do everything they can to resolve it. You can be assured that your complaint will be taken very seriously. Refunds and compensation will only be given if Kent Sport is proven to have been in breach of these terms and conditions. Please note: verbal abuse of any Kent Sport staff will not be tolerated.
13. Data Protection – Kent Sport is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your child / children. We will treat it in the strictest confidence and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would like to use some of your details to tell you about our products and services and those of our parent / sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.
14. Health, illness & first aid – Kent Sport requires all children who are unwell to be kept home for the full duration of their illness and an additional 48 hours after their last symptom. Kent Sport will only administer medication if it is prescribed by a doctor or other health professionals and if a full medication consent form has been completed by the Parent or Guardian. All medications must be handed into the manager in the morning, which will include EpiPen's and Asthma pumps. In the event of an accident or emergency, Kent Sport will administer first aid where necessary, and the emergency services will be called if required. All Kent Sport First Aid policies are in line with the University of Kents' Health, Safety and Environmental Sustainability department policy and procedure with at least one paediatric first aider always on-site during camp delivery.

15. Special deals - All special deals selected must be paid for before your child attends. These include full weeks, staff concessions and all other EasterZone or SummerZone deals.

16. Policies & procedures - A copy of our full policies & procedures is available upon request. Please contact: [sportsdevelopment@kent.ac.uk](mailto:sportsdevelopment@kent.ac.uk)

17. Safeguarding – Kent Sport takes safeguarding very seriously and any suggestion of child abuse or neglect will be investigated and reported to the University of Kent Safeguarding Team or the local authorities.

18. Extreme weather – In extreme weather, Kent Sport has a duty of care to your child and their well-being. During hot days, limited time will be spent in the sun and plenty of shade breaks will be taken. Water stations will be available throughout the venue for children to fill up their bottles. There will also be additional cups for children who may have forgotten their bottle. Sun cream must be applied in the morning by the parent / guardian. When reapplying Sun cream throughout the day, care and attention will be given by staff. Other weather appropriate clothing must be worn such as sun hats and breathable clothing. If you are sending your child in with perishable foods for their lunch, please ensure that you include an ice pack to keep it fresh.

19. The Law – We shall not be deemed to be in breach of this Agreement or otherwise liable to you for any failure or delay in performing its obligations under this Agreement as a result of an event or series of connected events outside the reasonable control of Kent Sport including but not limited to an event of force majeure, including without limitation, acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts or threats of terrorism, strike action, lock-outs or other industrial action or a pandemic, epidemic or other widespread illness.