



HOLIDAY CAMPS TERMS AND CONDITIONS

When you book with Next Level Sports Ltd, these Terms and Conditions and other information such as our Policies and Procedures document define the agreement between us and let you know what to expect from Next Level Sports Ltd and what we expect from you. If you have any questions about our Terms and Conditions, please email info.nextlevelsports@gmail.com.

BOOKINGS

Preferred bookings are made online through our website or Facebook link which uses 'Classforkids' booking system. Telephone bookings can be made but parents are expected to complete the booking details on the website link (through classforkids), prior to the first session. A booking is confirmed once all details have been added on the booking system and receipt of these constitutes acceptance of these terms and conditions. Parents/carers will receive an SMS and email to confirm booking.

PAYMENT

Next Level Sports Ltd accept credit card through booking system, BAC's payments, cash and cheque payments. Unfortunately at this moment in time Next Level Sports Ltd does not accept childcare vouchers.

All payments must be paid prior to the first session, if you are not able to do this, then please contact us directly at info.nextlevelsports@gmail.com or call **07780478535**.

Booking is only secure when full payment has been made. Booking payments must be made 24 hours prior to session starting.

Next Level Sports prefers payments to be made at the same time as completing booking details. If you pay direct through the booking system (Classforkids) please be aware you will pay and additional 4% platform fee on top of the full booking cost. This platform fee is paid direct to the booking system - class for kids. As stated there is alternative payment options available which do not charge a platform fee. This platform fee percentage is subject to change on classforkids discretion. The platform is clearly stated at the time of booking, underneath the camp booking cost. In the unlikely event that you have payments outstanding after your child has attended camp, these will be passed to a debt recovery agency.

OFFERS AND DISCOUNTS

At the this current moment in time, 26/4/20 - 1/9/2020 Next Level Sports Ltd will be offering a full week block booking discount for any camps which are running for a full week (Monday to Friday only).

CHANGING YOUR BOOKING

You can move your dates within the same season (e.g. summer), subject to availability, free of any Admin Fees, provided you do so more than 7 days from first camp date (it is not possible to move or add dates within 7 days).

On a full week Multi-Activity booking, if you choose to split the days across different weeks, you will be charged at the prevailing day rate (full weeks discount will not be offered). When moving days, if the current day price is greater than the original price paid (e.g. if you originally booked on an offer price) you will be charged the difference. You can also add additional days to your booking and will be charged at current price.

If you wish to change your camp dates booked, please contact the team on info.nextlevelsports@gmail.com or **07780478535**



CANCELLATIONS

If you give us at least 7 days' notice before the camp date(s) you would like to cancel, we will refund all monies paid. If you have paid by cash or cheque this will be returned directly.

Refunding online payments - You can refund online payments at any time. Access the parents order and follow the refund instructions. Please note, Stripe keep their fee of 1.4% + 20p, this fee covers Stripe's cost of processing the payment and the refund.

Refunding Partial Payments through classforkids; www.help.class4kids.co.uk/en/articles/1601763-managing-full-and-partial-refunds As we offer a discounted weekly price, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate (at the time of your original booking) which may result in an additional charge.

If you give us less than 14 days' notice before the date(s) you would like to cancel, no refund is available.

In the case of illness/injury and your child is not able to attend we will provide a full refund. Next Level Sports Ltd has the right to request a doctors note or medical report before a full refund is made. Please allow 10 working days to process refunds.

POLICIES AND PROCEDURES

All of Next Level Sports Ltd policies and procedures can be found on our website, please visit www.nextlevelsportsltd.com/important-information

EXTENDED CARE / EARLY COLLECTION/LATE DROP OFF

Our camp times are stated on the full details of each camp, please be aware some camp times differ from each other. Sadly we are not able to offer extended care hours in addition to these camp times. We do understand that sometimes, due to appointments etc, you may need drop your child off later than proposed time or collect them earlier than the end of day time. This is can easily be accommodated. Please let us know before hand by a call or SMS to [07780478535](tel:07780478535) with full details, or if its for early collection, please let the camp lead know the details and times on the morning of registration.

YOUR CHILD'S INFORMATION

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

CAMP BOOKINGS FROM ACROSS DIFFERENT SCHOOLS

During the Summer holidays 2020, attendance at the camp can only be from children who currently attend that school. Due to Government Guidelines for COVID-19 we are not able to book children from different schools into each venue. If you have any further queries please contact the team.

CAMP AGES

Due to OFSTED regulations, our camps are only open to children aged 5 to 11. If you have any further questions please contact the team.

SPECIAL REQUIREMENTS

Next Level Sports Ltd recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.



If your child required medicine administered by a Next Level Sports staff member during our camp, please make us aware on your booking details but also please read our administering medicine policy on our website; www.nextlevelsportsltd.com/important-information

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on camp within the staffing ratios provided for the group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.

Staff to child ratios; 1:16 for 5-7 year olds and 1:20 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, Next Level Sports Ltd does not provide one-to-one support. This will need to be addressed directly by the parent and school. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

ILLNESS AND FIRST AID

Next Level Sports Ltd requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Next Level Sports Ltd will only administer medication if it has been prescribed by a doctor or other health professional.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary. Essential prescribed medication including Epipens and Inhalers must be handed in to the Camp coach during registration. Next Level Sports Ltd first aid policy can be found on our website: www.nextlevelsportsltd.com/important-information

CHILD EXCLUSIONS

Next Level Sports Ltd has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

LATE PICK UP

All children MUST be collected by the stated camp end time. If for any reason you are unable to collect by this time, we ask that you call the Camp Manager or [07780478535](tel:07780478535) as soon as possible. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £10 for every 15 minutes after the stated end of camp time, to cover the additional staffing cost. If we have no contact from a parent/guardian by 30 minutes over the camp end time, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

PERSONAL PROPERTY

All your child's personal property is your responsibility and Next Level Sports Ltd is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Camp leader or [07780478535](tel:07780478535) who will do their best to assist you. Lost property should be collected before the last day. Unclaimed lost property will be placed in the school lost property and it is the schools/site managers decision how long it remains in there before it is given to charity or discarded.



MOBILE PHONES

All mobile phones and electrical devices are prohibited on camp. If you require your child to take a mobile phone to camp, please inform us before the camp start date on 07780478535 and hand over to the lead coach during registration which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session. For more information on our Mobile phone policy please visit www.nextlevelsportsltd.com/important-information

INSURANCE

All children in our care are covered by our Public Liability Insurance. Next Level Sports Ltd are insured to deliver all the sports listed on the booking flyer/PDF or website.

PHOTOGRAPHY/FILMING

Please be aware that Next Level Sports Ltd occasionally take photographs/video footage of children on camp for promotional reasons. If you wish not for your child to be included in photos or filming, please select this when making your booking online. Next Level Sports Ltd will only photo/film children who have been given consent to. Our Photo policy is online at www.nextlevelsportsltd.com/important-information

PARENT FEEDBACK OR COMPLAINT

If you have any positive feedback on our camps, please feel free to add this to our comments section on facebook, instagram or on our Google comments. Also if you are happy for these to be shared further, please email your feedback to info.nextlevelsports@gmail.com, these comments will be placed on our website.

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services. If you have a concern regarding camp, this should initially be raised with your child's Camp Lead Coach. If you are unable to resolve the issue, then please call us on **07780478535**. Our complaints procedure can be found on our website; www.nextlevelsportsltd.com/important-information

SAFEGUARDING

Next Level Sports Ltd has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies. For our Safeguarding policy please visit; www.nextlevelsportsltd.com/important-information

LUNCH/DRINKS

All parents will be responsible for providing their child with a sufficient lunch and refillable drinks bottle. Next Level Sports Ltd will only allow children to refill water bottles with water and will not provide flavoured cordial. If your child has any allergies or dietary requirements, please state on the booking form. During some of our camps, we may provide chocolate based prizes or snacks (particularly during Easter). An alternative option will be provided for any child who has a dairy or nut intolerance. If your child has a Nut allergy, please make us aware on your booking details. All parents are responsible for making Next Level Sports Ltd aware of any allergies for their children.

SCOOTERS & HELMETS

One of Next Level Sports Ltd activities is a (non electric) Scooter. If you wish for your child not to use one of our Scooters please select NO on the booking form. All children will be expected to wear a helmet. If your child refuses to wear a helmet they will not be permitted to use our Scooters. If you wish to provide your own scooter or/and helmet, please make the lead coach at camp aware during registration. If using your own scooter you still have to select YES when asked about using scooters.



The responsibility of your own scooter and helmet will be that of the child and Next Level Sports Ltd will not accept any liability of damaged or broken scooters and helmets. We do not allow Bicycles at our camps

DATA PROTECTION

Classforkids (Next Level Sports Ltd booking system) is registered as a Data Controller under the Data Protection Act 1998. To process your booking, we need to collect personal details about you and your children. We will treat it as confidential 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 also 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.