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**DRH SPORTS LTD**

 **CAMP GO**

**TERMS AND CONDITIONS**

**DEFINITIONS**

**Activity: Any camp, club, course, event or activity organised and run by DRH Sports Ltd.**

**Terms & Conditions: The terms contained in this document and any other document referred to within it.**

**BOOKINGS**

**General**

* **DRH Sports LTD’s bookings are limited to availability.**
* **The booking customer must be aged 18 or over.**
* **Bookings can only be made online and will be confirmed by email. A booking is confirmed when we receive the appropriate payment and receipt of payment constitutes acceptance of these terms and conditions.**
* **Bookings must be made at least 24 hours in advance to enable us to manage the coach to player ratio and so the coaching team can contact parents in the event of cancellation.**
* **DRH Sports accepts payment by credit card, debit card, online account credit/wallet, and childcare vouchers. We do not accept payment by cheque, cash, or PayPal.**
* **Please ensure all bookings are correct. It is the person making the booking’s responsibility to ensure they have selected the correct day, time, and that the player is of the appropriate age and ability. Any change requests due to an error in booking may result in an administration fee.**

**Information**

**Accuracy and responsibility**

* It is the responsibility of the person making the booking to ensure that all details provided within their account on the DRH Sports website are accurate.
* It is vital that full information about each player, including medical and other special educational needs, and emergency contact details are included, accurate and kept up to date.
* If we do not have all this information before a session with DRH Sports begins, you or your child will not be allowed to take part.
* If the participant is a child, we cannot take responsibility for them until we have all the relevant information, therefore they will not be allowed to leave your care.

**Data Protection**

**DRH Sports Ltd will hold all personal data in accordance with its Data Protection Policy which can be found within the Policies section at** [www.drhsports.co.uk](http://www.drhsports.co.uk) **and can be requested by emailing** info@drhsports.co.uk

**Player Age**

We accept children from 5 years old **(they must be in school year 1)**, up to 12 years old. If your child is not yet in Year 1 at school, or they are aged 13 or above, contact must be made with DRH Sports to discuss suitability of their attendance.

All children must be able to go to the toilet unsupervised.

**Payment**

**Childcare Vouchers**

DRH Sports LTD is registered with Ofsted and are therefore able to accept Childcare Vouchers and Government Tax Free Childcare as payment. The list of childcare voucher providers that we are currently registered with is listed on the DRH Sports Website. If the provider that you are registered with does not appear on this list, please email us at info@drhsports.co.uk.

An activity must be booked as normal and then the 'Childcare Vouchers' tab selected as method of payment. Please ensure payment is made through your provider. If you have any problems paying with childcare vouchers, please email us at campgo@drhsports.co.uk.

Please note that when paying using Childcare Vouchers or the Government’s Tax Free Childcare scheme, refunds may be provided in the form of credit.

**Discounts and Coupon Codes**

Codes must be entered into the box at the checkout page online before completing your booking. If you encounter any online issues when applying discount codes, please contact us at campgo@drhsports.co.uk. Refunds or credit cannot be supplied retrospectively for not entering the below codes at point of booking.

**Sibling Discount**: We offer a sibling discount of 10% off the total price when booking activities for two or more siblings within the same booking (i.e., the booking for all children must be made and paid for at the same time). The coupon code is: sb10.

**Changes to your booking**

From time-to-time DRH may need to change venues, dates, activities for reasons within or outside our control.

* **To change a booking day or time, this must be emailed to** campgo@drhsports.co.uk
* **All changes are subject to availability.**
* **The change request must be received at least 7 days prior to the date no longer being attended.**
* **There may be one change per attendee, per camp without a charge.**
	+ Thereafter, any additional change requests will incur a £5 administration fee.
* **Change requests sent in with less than 7 days’ notice of either the date no long being attended, or the new date you wish to attend may not be granted.**
* **Camp Go daily timetables and activities are a guide and are subject to change. We cannot guarantee certain activities will always happen on certain days.**

**Cancellation, Refunds and Notice of Absence**

* **All cancellations must be emailed to** campgo@drhsports.co.uk. *(If on the morning of the day your child is due to attend you decide they won’t be coming, please also text or call and leave a voice message on 07901903520 so the coaches know not to expect them.)*
* **Providing notice before the camp session(s) you are cancelling of at least:**
	+ **7 days will receive a 75% refund of the amount that was paid for the session that is being cancelled.**
	+ **3 days will receive a 50% refund of the amount that was paid for the session that is being cancelled.**
	+ **Less than 3 days will receive no refund.**
* **If you have received a discounted weekly price and you wish to cancel part of a full week booking, we will recalculate your booking at the daily rate which may result in an additional charge.**
* **If a sibling discount was used when making the initial booking, and you wish to cancel one (or more) child’s booking, leaving a single child’s booking, this may result in an additional charge.**
* **When payment has been made via Childcare Vouchers or Government’s Tax-Free Childcare, refunds for cancellations made by the player/parent will be provided in the form of credit into your DRH online account.**

**Cancellation of Camp by DRH Sports**

**Sessions may be cancelled at the Head Coach, or Camp Director’s discretion for unforeseen circumstances which may include:**

* + **Insufficient number of participants booked on.**
	+ **Coach illness.**
	+ **Venue requirements relating to health and safety and maintenance.**

**In the case of any of the above, the person who made the booking can choose to either book another session in its place if spaces are available or receive a full refund for the amount paid for the cancelled session(s) by way of credit or onto the original payment card.**

**If payment was made with Childcare Vouchers or Tax-Free childcare, and a substitute booking isn’t made, DRH Sports will refund to the childcare account if the childcare provider allows. If this is not possible credit will be provided.**

**SESSION EXPECTATIONS**

**Health & Safety**

* Children should wear appropriate sports clothing, non-marking trainers, no jewellery and long hair should be tied back.
* A full risk assessment will be carried out before any activity takes place at a new venue, and a visual one at the start of each day.
* By agreeing to these terms and conditions, you are providing consent for DRH Sports Ltd professionals to administer all necessary first aid to your child as required at any time.
* Any participant wearing earrings will need to have them removed prior to attendance or, for newly pierced ears, they must be covered with appropriate tape.
* It is the parent/guardian’s responsibility to ensure appropriate clothing is worn and/or available for their child for the activity being undertaken and weather conditions. If a child arrives without the appropriate clothing the coaches have the right to send them home.
* All children must be collected and dropped off by a parent or guardian, and handed over to a member of DRH staff who will sign them in and out of the session.

**Child Protection**

**All our staff are DBS checked and have regular safeguarding training in accordance with our qualifications and insurance. They all act in accordance with our child protection policy – a copy of which is available on request by emailing** info@drhsports.co.uk**.**

**Medical Conditions**

* Any medical conditions that any participant may have must be fully disclosed
1. When you create your account with DRH.
2. To the lead coach of the activity or at the venue.
* If the booking is made outside of the website then the medical concern must be disclosed to the lead coach and camp director.
* Any child with allergies must have an Epi-pen with them or we cannot accept them to be left on site in the care of DRH Sports.
* Any child with asthma **must** have their inhaler with them otherwise we **must** exclude them from the activity.
* If your child has any medical condition which requires equipment they must bring it with them otherwise they cannot participate.

**Additional Requirements**

* DRH Sports recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and 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.
* It is the responsibility of the parent/carer to inform us of any medical conditions, special educational needs, or disabilities when booking so we can discuss how best to accommodate the child and consider whether there are reasonable adjustments which can be made to ensure they are able to fully participate and enjoy the activities within the staffing ratios.
* 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.
* Our staffing ratio procedure requires at least two members of staff at all times. We can’t accommodate our ratios for 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, DRH Sports ltd will permit parents/carers to attend camp to support their child, providing they are fully DBS checked and vetted.
* DRH Sports does not provide one-to-one support.

**Late Collection**

* It is your responsibility to make sure that you are there to pick your child up on time when their session has finished.
* If there is a late stay option for the camp, and the child is collected more than 10 minutes late for the standard 4pm finish time you will be charged the late pick-up fee of £10.
* If there is no late stay option, or if you are late to collect your child from the late stay, we will charge you £20 for every 15 minutes you are late to pay for staff costs.
	+ This is applicable if there is no communication from the parent, if you communicate with us the fee will be down to the coach’s and staff’s discretion.
* If we have no contact from a parent/guardian we will have to call social services after 5pm and you will be charged.

 **Photography/Recording**

* DRH Sports Ltd may from time to time take photographs, video recordings, and audio recordings of any activity. The use of these is solely for promoting and publicising DRH Sports Ltd and what we offer. They will be displayed on ours and partner tennis clubs’ websites, social media platforms, emails, newsletters, and printed promotional material.
* Parents/guardians that wish for their child to not be in photographs and recordings must make DRH Sports Ltd aware of this at the time of booking by ensuring their media consent information is accurate on their DRH Sports online account.
* Where possible we will inform parents/guardians before an activity where we have planned for photographs/recordings to be taken.

**Equipment**

**All players must treat all equipment with respect at all times.**

**If players damage equipment as a result of lack of care or in proper use, there will be a fee dependent upon the item.**

**Personal Property / Lost Property**

* DRH Sports cannot be held responsible for any loss or damage to any personal belongings whilst attending a DRH Sports Ltd activity.
* Please ensure that you or your children doesn’t arrive to one of our activities with valuables.
* If you leave an item at a tennis club we will leave it with their lost property which is kept for two weeks.
* If an item is left at one of our external venues and we don’t find it the venue will hold on to it in accordance with their policy.
* No electronic tablets, mobile phones or recording devices are permitted during any of our activities. Please ask your child to pass such items to a member of staff for safekeeping.

**Exclusions**

Any form of abuse towards any of our staff or other members of the camp will not be tolerated.
Anyone that is deemed to be too disruptive to the class due to antisocial behaviour will not be allowed to continue on the course and no refund will be issued. However, prior to this every effort will be made to resolve any issues should they arise.

* DRH Sports 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 additional needs.
* On rare occasions, and in more serious cases, we reserve the right to ask parents/guardians to remove children from camps/sessions for the remainder of day/session or for the entirety of a camp/term.
* DRH Sports reserve the right to exclude any child for any reason at its absolute discretion, including, persistent late collection. No refund will be made for days missed and no compensation will be made for any other cost or losses incurred as a result. 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 parents/guardians will be expected to come and collect their child as soon as they possibly can.

**COMPLAINTS**

* DRH Sports is committed to ensuring every child has a great time at our camps. If you or your child is not happy with the service we provide then we'd like to hear from you.
* In the first instance raise it with the senior coach at the activity. He/she will deal with the problem in accordance with our policies and procedures.
* If your problem is not resolved to your satisfaction then please write to our customer services team at info@drhsports.co.uk within 7 days of your child’s attendance of the activity. We will respond to your complaint within 14 days.
* We take your views and complaints very seriously and will endeavour to resolve your complaint as quickly as possible.
* Refunds will only be issued if DRH Sports Ltd is proven to be in breach of its T&Cs.

**INFORMATION**

* The information on this site is updated regularly. However, we hereby exclude any warranties (whether expressed or implied) as to the quality, accuracy, efficiency, completeness, performance and fitness for a particular purpose of the site.
* These T&Cs form the entire agreement between you and DRH Sports Ltd.
* By booking an activity with DRH you are acknowledging your full acceptance of these T&Cs and confirm that you have not relied on any other representation other than those contained within these T&Cs.
* If any term within these T&Cs is found to be unenforceable by a competent Court then such a term shall be struck out, but the remaining terms within these T&Cs shall continue in force to the full extent permitted by law.
* These T&Cs are governed by English Law and subject to the exclusive jurisdiction of the Courts of England.

**ADDITIONAL POLICIES & PROCEDURES**

* Copies of DRH Sports Ltd’s policies and procedures can be made available upon request from info@drhsports.co.uk

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