



HOLIDAY CAMP TERMS & CONDITIONS

These Terms and Conditions define the agreement between us and you and let you know what to expect from us and what we expect from you. If you have any questions about our Terms and Conditions, please contact us.

Making a booking:

- Bookings will only be accepted when made via the relevant Holiday Camp booking websites
- Payment for the Holiday Camp must be made in full, at time of booking, to secure a place or your children will not be able to attend.
- A booking confirmation email will be sent to the email address submitted on booking form
- It is the responsibility of the person making the booking to ensure that the child is of the relevant age & ability for the Holiday Camp that they are making the booking for. If the lead coach of the session feels that the child is not of the correct age or ability, then they will be refused entry to the session, and a more suitable course will be allocated/offered to the child.

Payment:

- Payment, for the full value of the course, to be made online at time of booking, by either a debit or credit card (Mastercard/VISA only – American Express not accepted)
- Telephone payments will not be accepted.
- Payment by cheque will not be accepted.

Cancellation & Refund Policy

- Cancellation notification must be sent via email to holidaycamps@bridlingtoncricketfoundation.org.uk clearly stating the child's name and 'CANCELLATION' in the email subject line.
- Cancellations which are made with less than 7 days' notice, to the day of the event, will not qualify for a refund. This includes cancellations due to negative compliance with the code of conduct.
- For cancellations received in sufficient time and where payment has been made, you will be offered an alternative booking option. If that is not possible a refund will be offered.
- At any point before the start of camp you can amend your dates free of charge (subject to availability)
- In the unlikely event that Bridlington Cricket Foundation need to cancel/amend a booking, due to circumstances outside of our control, we will provide as much notice as possible and you will be offered an alternative booking option, if this is not possible a refund will be offered
- Requests for refunds for reasons other than those listed above will be subject to a £10.00 administration cost.
- Please allow 10 working days to process refunds.

Health, Safety & Welfare:

- Attendance registers will be taken at the start and end of each session. A Parent/Guardian/Responsible Adult must physically sign children in with the relevant member of the coaching team. Children are not to be dropped off/collected outside the venue and left to make their own way to the sports hall/back to their transport.
- Children must not be left unattended at any time whilst at a Holiday Camp.
- No person will be allowed to view the session from within the activity areas unless they are physically taking part in the session.
- All viewing must be from the relevant venues designated viewing area(s)
- All coaching staff will have relevant ECB qualifications and will hold a current Enhanced DBS, have undergone Safeguarding training and hold 1st aid certification
- Copies of our venue risk assessments and the BCF Safeguarding policies are available on written request, by emailing holidaycamps@bridlingtoncricketfoundation.org.uk

- In the event of any injury or illness, whilst in attendance at a session, all reasonable steps will be taken to contact the Parent/Guardian, using the emergency contact details we have on file.
- 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.
- The following items are not permitted in the changing areas of the venues: mobile phones/cameras or any other device that can be used to make video or audio recordings or take pictures of any kind.
- We require 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. We will only administer medication if it has been prescribed by a doctor or other health professional.
- Essential prescribed medication including Epipens must be handed in to the Camp/Session Manager for safe keeping. All BCF First Aid policies are in line with FA regulations
- Parent/Guardian to acknowledge that it is their responsibility to inform the coaching team of any known illness/allergy that a child may have.

Photography Policy:

- The Parent/Guardian will tick the relevant box on the booking form to confirm if permission is granted for the use of photography for the purpose of coaching and publicity of cricket, which may take place involving their child.
- If permission is not given, then it is also the responsibility of the Parent/Guardian to inform the coaches at any session.
- Recording of images, at any session, is not permitted by anyone other than Bridlington Cricket Foundation staff.

Clothing, Equipment & Helmet use:

- Appropriate sports clothing (cricket whites/general leisure wear) to be worn at all sessions.
- Players to bring their own equipment to use (i.e. bat, gloves, pads, helmet, protective box). For hygiene reasons the sharing of equipment will not be allowed.
- A helmet must be worn by all players, regardless of age, when batting or wicket keeping, standing up to the wicket, when using hard ball

Personal Property

- We recommend that valuables, including tablets and devices should not be brought to activities.
- All your child's personal property is your responsibility, and Bridlington Cricket Foundation is not liable for any lost or damaged property on camp/session. If you believe that your child has left an item on camp/session, please contact us and we will do our best to assist you.
- We advise parents and guardians to ensure all bags and clothing are clearly labelled with the child's name

Code of Conduct for Participants, Parents and Guardians

- It is the expectation of Bridlington Cricket Foundation that the conduct of all participants (including coaches), parents and guardians, will be of the highest standard.
- All participants, coaches, parents and guardians will familiarise themselves with and abide by the ECB's Anti-Discrimination Code
- Bridlington Cricket Foundation has a zero-tolerance approach to any form of discrimination, bullying, harassment or victimisation. By signing up to one of our courses, you mirror these values and treat every person with respect and dignity
- Any participant who fails to comply with this may be removed from that session and any subsequent sessions (at the discretion of the lead coach or senior BCF member of staff)
- Any parent or guardian who fails to comply with this may be removed from the session, asked to leave the premises and their participant's registration may be cancelled.
- If you feel that any BCF employee has failed to adhere to this policy, please inform another member of staff immediately or alternatively, report it to either holidaycamps@bridlingtoncricketfoundation.org.uk or admin@bridlingtoncricketfoundation.org.uk

Late Pick-up

- All children **MUST** be collected by the end time provided for the camp/session.
- If for any reason you are unable to collect by the end time, we ask that you call the contact us as soon as possible.
- You will be charged a late pick-up fee of £10 for every 15 minutes after the camp/session end time to cover the additional staffing cost.
- If we have no contact from a parent/guardian after 1 hour of the end of camp/session 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.

Notice of Absence

- If a child is not attending a scheduled day on camp/session, parents/carers must telephone the us to allow us to update records.

Insurance

- Our Public Liability Insurance covers all children in our care.

Privacy Policy, Online Security, Controlling Personal Information:

- Bridlington Cricket Foundation is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018).
- Bridlington Cricket Foundation is committed to ensuring that everyone's privacy is protected. Any information that you will provide, which can identify you, will only be used in accordance with this privacy statement.
- We are committed to ensuring that your personal information is kept secure. To prevent unauthorised access or disclosure we have all relevant procedures in place to keep this safe.
- Always use the tick boxes on the booking form to say which information you do want to share/receive by us.

Feedback / Complaints

- 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 one of our camps/sessions, this should initially be raised with the camp/session leader
- If you are unable to resolve the issue at the camp/session, then please contact us holidaycamps@bridlingtoncricketfoundation.org.uk and will attempt to resolve the issue to your satisfaction.

Policies and Procedures

- For our full policies and procedures, please visit our website www.bridlingtoncricketfoundation.org.uk or email us at info@bridlingtoncricketfoundation.org.uk