

HEADSTART HOLIDAY COURSES

Multi-sport, Art & Craft, Music & Drama activities, in Surrey since 1991



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TERMS & CONDITIONS

Please read our Terms & Conditions carefully before returning the completed booking form:

1. Bookings can be made online at www.headstartsportscamps.com on a first come basis.
2. We will email you confirmation of your place on receipt of Booking and payment. If you do not receive an email, please contact us.
3. Bookings are non-transferable to another child.
4. Bookings are non-refundable. Should you wish to change your child's booking to another day/week or course, there is an administrative cost of £10 for each amendment.
5. No changes can be made within 48 hours of the course commencing or if your child fails to maintain the place on the course.
6. Courses run from 8.30am-5.30pm (Extended Day) or 10am-4pm (Normal Day). On your first day please sign-in at the registration desk where we will collect in any medication you may have.
7. Any child not collected within 15minutes of their selected finish time will incur an extended day charge of £10. A further £10 charge is added every 15minutes thereafter.
8. By completing the Booking Form, you are consenting to Headstart Sports Consultancy Ltd acting in *loco parentis* in cases of medical or other emergencies.
9. We accept no liability for damage to or loss of personal property.
10. We often take photos which we may use for our own display or promotional purposes. Please let us know in writing if you would prefer your child not to be included.

Frequently Asked Questions

1. How do I book a course?

Bookings can be made online at www.headstartsportscamps.com

2. How do I pay for the course?

Payment is due at the time of booking. For online payments, account number 55581587, sort code 60-08-01, reference: child's name. Or cheques payable to "HEADSTART SPORTS". Please contact us if you wish to pay via Childcare vouchers.

3. Will you confirm my booking?

Yes, via email on receipt of booking forms and payment. If you do not receive this confirmation email, please contact us.

4. What are the timings and the cost?

The Normal day (10am-4pm) costs £25 per day or £100 per week. The Extended day (8.30am-5.30pm) costs £37.50 per day or £150 per week. When booking the full week, Friday's are FREE!

5. What should I do on the first day?

Please sign-in at the registration desk. Bring any medication you may need. Access at St Martins is via the Early Years door at the Infant School and at Stamford Green via the Main entrance. There is on-site parking at the schools or street parking outside. Our coaches will help direct you and answer any questions you may have. Feel free to stay as long as your child needs.

6. What should my child wear?

Children should dress in comfortable clothing appropriate to weather and the course they are doing. Please bring separate outdoor and indoor footwear. We suggest that anything of value, clothing or otherwise (mobile phones, computer games, jewellery etc.) is not brought along as they will not be required and we cannot be responsible for any items that are lost. Children should also be equipped with sun-cream and a hat in hot weather.

7. Do you provide lunch?

Lunch is not provided, please bring a packed lunch and snacks. We do have children at camp with severe nut allergies. In order to keep all children safe we would ask all you not to bring nuts or nut-based products into camp. We always have fresh water available so bottles with a screw cap are a great idea to ensure that they drink plenty of water. A small amount of spending money is needed if your child wishes to purchase drinks, fruit or snacks from the tuck shop.

8. Can my child be in the same group as their friends?

On the Multi Sports courses children are grouped by age. Please let us know any preferences in good time so that we can make every effort to comply with your wishes.

9. Do I need to inform you of my child's medical condition?

At the time of booking we need to be informed of any medical condition your child has and how it may affect them. On registration parents must inform us if their child has recently had an illness or condition which they have not included on the booking form.

10. What happens in the event of an accident or illness whilst on the course?

We have qualified first aiders on site at all times so you can be assured that in this unlikely event we are well prepared for such a situation. We have approved procedures in place that must be followed by our staff treating any child in our care. Fortunately the vast majority of incidents are bumps and grazes. However if a more serious incident did occur, or your child fell ill, you would be contacted as soon as possible. Please ensure your contact details are up to date. By completing the booking form you are consenting to Headstart Sports Consultancy Ltd acting in loco parentis in cases of medical or other emergencies.

11. What if my child is ill?

Please notify us on the day if your child is ill and unable to attend. We cannot accept children who are ill.

12. What if children are badly behaved?

Our staff treat children with respect and we expect this to be reciprocated by the children. We encourage good behaviour and sportsmanship with positive reinforcement. By the same token inappropriate behaviour cannot be ignored or tolerated and we will deal with it. We have a written statement on behaviour management.

13. What if I'm going to be late to collect my child?

Please contact us on 07950 711866 to let us know. We can then inform or comfort your child. Any child not collected within 15 minutes of their selected finish time will incur an additional charge of £10 for every 15 minutes they are late being collected. We then follow our Late Collection procedure for any child not collected within 30 minutes of their selected finish time.

14. How do I know my child will be looked after?

We are registered with OFSTED and therefore we must meet a high standard of policy and procedure. These are constantly reviewed by ourselves under the guidance of OFSTED so that we provide the highest quality level of care. Our staffing ratios fall well within their requirements. Our staff are our greatest asset and what makes our Camps so popular with both parents and children. Our coaching team consists of a tried and tested mix of professionals and students which combine to provide both experience, energy and enthusiasm. We don't need to advertise for staff. They are known personally or come highly recommended. We are DBS registered.

15. What makes Headstart Sports different from other childcare schemes?

At Headstart Sports we strive to be professional in everything we do. We believe that childcare is a very serious responsibility and always seek to exceed parental expectations placed on us. It is our aim to make every child feel they are the most important person at Camp whether it is their first time with us or if they have been many times before. We want children to enjoy themselves, have fun and improve their skills. We also believe it is important that they take something away from their experience at Camp. Whether this be a boost in their self-confidence, learning more about the importance of having an active lifestyle or understanding the value of being in a team - there are many positive ways our Camp can impact your child.

16. What if I need to contact you during camp working hours?

Telephone number – 07950 711866