

Terms and Conditions

These General Terms and Conditions for Booking, along with the information set out in your booking confirmation email, set out the responsibilities of both you the customer and AVSSP the provider in which an agreement is made to ensure the best service is met.

Customers must have first read these General Terms and Conditions and accepted them unconditionally by ticking on the appropriate box provided in the booking form. It is not possible to proceed with the booking process without this acceptance.

The agreement between Customers and AVSSP comes into force as soon as you receive written confirmation of a booking. *Please save this booking confirmation for future reference.*

Appropriate attire - Please be aware that all of our camps are sports based and your child will be partaking in activities that require them to be physically active. They should come to us dressed in appropriate sporting attire that they will be comfortable in for the day. Footwear such as trainers need to be worn as there may be both indoor and outdoor activities. If your child is not in appropriate clothing then they may not be able to participate in certain activities and AVSSP do not accept responsibility for any injuries caused by wearing inappropriate attire.

Swimming & use of changing rooms – at many sites AVSSP will offer swimming as an enrichment activity. In this area participants must follow the guidelines set out by both AVSSP staff AND facility staff such as lifeguards. Failure to do so may result in individuals being barred from swimming.

This includes but it is not limited to; dunking and dangerous play in the pool, inappropriate behaviour or language, running on pool side or in the changing rooms.

AVSSP will make every effort to ensure individuals feel safe and comfortable but will require children to get changed in a safe area which may include group changing rooms and/or cubicles.

Swimming Kit - You the customer are responsible for ensuring that if your child is attending a venue in which we offer a swimming session then your child will require appropriate swim wear and their own towel. This must be brought in a named bag. If your child comes without a swimming kit they will not be allowed to participate in this session.

Grouping & Ratios – AVSSP will aim to group children according to age group to ensure safe participation in sporting activities. Where requests are made to group specific children together AVSSP will make every effort to accommodate but do reserve the right to refuse any group requests without further reasoning provided.

AVSSP ensure all areas and groups are appropriately staffed with a maximum ratio of 1 staff to 16 children.

Behaviour – you, the customer are required to acknowledge that AVSSP reserve the right to request the removal, exclude from specific activities, temporarily ban from the provision or permanently ban from the provision following poor or inappropriate behaviour.

Behaviour management strategies will be used by all staff to avoid the possibility of excluding individuals from activities or programmes with parents/guardians expected to support these strategies.

Cases of peer on peer violence, violence towards members of staff, escaping from the facility or attempting to do so and inappropriate behaviour will all be treated as unsafe for staff and/or participants and will result in immediate collection and a likely ban.

Additional needs, allergies, disability & injury – You the customer are responsible for informing AVSSP of any additional needs, allergies, disabilities or pre-existing injury which pertains to your child, in advance, so that this can be effectively managed. Failure to do so may result in your booking being cancelled.

Every effort will be made to support your child's needs and fully include them in our provision. However, in rare cases we may not be able to accommodate in a safe manner and reserve the right to cancel any booking made.

Medication – AVSSP are able to store and prompt participants to take medication whilst in our care. Customers MUST fill out an administering medication form and supply the medication in a secure, clearly marked container. Customers must also notify AVSSP staff of the time the medication should be taken and participants must have the ability to take medication themselves without support. Failure to do so will result in AVSSP refusing to administer the medication.

AVSSP will NEVER diagnose a child's behaviour or suggest he/she takes medication, personally administer medication or force participants to take any medication. If participants refuse to take medication parent/guardian will be notified immediately.

AVSSP are not responsible for the loss or misuse of medication if the above steps are not followed by customers.

Personal hygiene support & changing – You, the customer, must ensure your child is capable of using toilet facilities safely and hygienically as well as changing and unchanging for swimming or other activities WITHOUT SUPPORT.

AVSSP are not able to provide support in changing, toileting or otherwise and reserve the right to refuse to support children in this area.

On the rare occasion where a participant has soiled their clothing parents will be contacted immediately to attend the site and change their child. In the event a child is to attend our provision wearing nappies, pull-ups or similar you, the customer must notify AVSSP in advance in order to plan a method of support. In most cases this will require parent/guardian to attend site to change their child at least once per day in addition to registration and collection times.

Accidents, First Aid & Injuries – any accident or injury will be recorded and dealt with by trained first aiders on-site. Parents/Guardians will be informed of any recorded injury promptly with the next steps of any injuries assessed against severity based on professional judgement of trained staff up to and including hospitalisation.

AVSSP ensure each site has adequate coverage from trained first aid staff.

AVSSP staff will ensure areas are appropriate for each activity and risk assessments have been followed to ensure the safety of participants.

Participants are expected to follow staff instructions, signage and behavioural codes of conduct to ensure the safety of themselves and others. AVSSP do not accept any liability for injury caused by participants who do not adhere to the above.

Safeguarding – AVSSP ensure that staff supporting our provision hold appropriate safeguarding and child protection certification. As such there may be occasions where reports and/or disclosures are made to public bodies including but not limited to; Derbyshire County Council Safeguarding, LADO, Local schools & the Police.

On occasions parents will be asked to support reporting and disclosure processes.

At all times AVSSP will act in the interest of the child and will aim to protect their safety at all times.

Packed Lunch & Food - please ensure your child is sent to us with a healthy packed lunch.

All attendees will need to have a refillable drinks bottle with them.

You, the customer are responsible for ensuring your child does not attend provision with any nut products or products which are known to contain nuts (products which 'may contain' nuts are permitted). In the event of a child attending with products known to contain nuts AVSSP will confiscate and cannot guarantee the product will be given back.

AVSSP reserve the right to confiscate any food product if it is deemed to be unsafe for any participant due to allergy or illness.

Eligible children may receive food provided by the AVSSP Food Business. Customers are required to notify AVSSP of any food allergy, preference or intolerance in advance so alternative provision can be made. AVSSP accept no responsibility for illness or injury caused by inappropriate food provision if prior notice has not been provided by the customer.

Payment options & Eligibility

Advance payment – AVSSP offer online BACS payment options through 'Stripe'.

On the day payment – in the event of advanced payment not being available or completed customers have the option to pay via AVSSP's online checkout. Instructions will be provided upon registration to access the online checkout through your personal electronic device.

Cash on the day - AVSSP are able to accept a cash payment on the day of each camp, this must be paid upon arrival and signing in of your child.

Funded place eligibility – AVSSP are often able to access government funding to allow reduced or no-cost places for eligible children. Eligibility will often depend on Pupil Premium or Free School Meal Status or is granted based upon personal circumstance or additional needs. AVSSP reserve the right to deny or grant eligibility to individuals without due cause. For further clarification on eligibility please check with your child's school.

Photo Consent - there is an requirement to specify whether you consent or not to photos being taken of your child when on our holiday camps. This may be used at a later date for marketing and promotional materials.

GDPR - you must state whether you agree to information being stored and processed for communication purposes in accordance with GDPR.

Age declaration - Our holiday camps aim to include children of similar age brackets and it is the responsibility of the customer to ensure your child meets the stated age criteria of each booking. You must declare that you understand if any of the children included in your booking are outside the stated age criteria your booking is likely to be refused with no refund offered.

Children under the age of 5 are not permitted to attend any activities (unless specifically stated) and to be excluded from activities until collection is arranged.

Cancellations - All cancellations must be made directly in writing to holidycamps@avssp.co.uk in advance notice of 48 hours prior to the start date of your booking. Should you need to cancel a booking with us after this point please call and speak to a member of our team.

Refund - Please note that your refund entitlement will be subject to the period of time in which notice of cancellation was made. Please see below,



48 hours or more = Full refund
Less than 48 hours = 50% refund
Failure to notify = no refund

No Show Policy - Please be aware that you have an obligation to notify us of any changes or cancellations to your bookings with us. We would appreciate as much notice of these as possible to enable us to complete your requests promptly.

Failure to do so or subsequently not show up to a booking will result in a non-refund for the event and could also lead to further bookings with us being cancelled.

1 missed event = no refund and further bookings will be frozen*
2 missed events = no refund and cancellation of further bookings **

*In this scenario you will receive an email informing you that you have failed to attend an event and not provided prior notice of cancellation. You will be informed that any other bookings you have with us have been frozen until we have received a response from you as to whether you still wish to attend (in which case your bookings will remain) or that you wish to cancel these bookings (in which case your bookings will be cancelled and go back on sale / made available to other customers).

**Should you miss a second event with us whereby you have failed to attend an event and not provided prior notice of cancellation and we have not heard from you following receipt of our email, then all of your remaining bookings shall be cancelled and go back on sale / offer to other customers. (You shall receive notification of this via email)

All enquiries should be directed to holidaycamps@avssp.co.uk