

ESSEX SPORT JUNIOR TERMS AND CONDITIONS

STANDARD TERMS AND CONDITIONS

1.0 Bookings & Payment

- 1.1 Responsibility for the details of the bookings and for payments lies with the parent/guardian making the booking.
- 1.2 Acceptance of our Terms & Conditions means that you are liable for full payment of the booking. You will not receive a refund or credit for any part of your payment under any circumstances unless you meet our cancellation/refund policy below.
- 1.3 Full payment is regarded as acceptance of our booking terms and conditions.
- 1.4 Places will be reserved on a first come, first served basis. No booking will be fully confirmed until a full payment is received, and all children's registration details have been completed.
- 1.5 If you received an early bird offer discount for one of our CHUMS camps, we don't allow any swapping of days or weeks. This also applies to swapping individual days within week bookings which have a discount applied. For any other swapping requests after the dates above, this will be at the discretion of the camp manager.

2.0 Cancellations and Refund

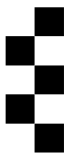
- 2.1 All payments made are **non-refundable**. We will only accept cancellations **7 days** before the course or camp is due to start which must be a written e-mail or letter. Please make sure you are familiar with the start date of your course, session, or camp by visiting the [Essex Sport website](#).
- 2.2 We cannot offer refunds, transfers or credit for any part of your payment under any circumstances once your booking has passed the 7-day cancellation period. This includes illness (including covid-19) and any lateness.
- 2.3 In exceptional circumstances, we may offer refunds due to severe ill health or injury at the Sports Development Manager's discretion. An official medical note from a medically qualified practitioner will be requested.
- 2.4 It may be necessary to cancel a specific course session or camp day for reasons beyond our control such as severe weather or safety concerns. Where possible, advanced notice will be given through e-mail and an alternative, credit or voucher may be offered if we are unable to fulfil the booking.
- 2.5 We reserve the right to cancel any Essex Sport Junior programme at any time. In the unlikely event this happens, we will give notice to the parent/guardian who has made the booking and fees paid will be refunded or alternative dates may be offered when available.
- 2.6 We reserve the right to refuse acceptance for any of our Essex Sport Junior programmes.

3.0 Medical and special educational needs

- 3.1 You are obliged to notify Essex Sport of any pre-existing medical conditions or special educational needs your child may be experiencing, accompanied with any medication that may be relevant. If full information about medical or physical conditions, or behavioural matters are not provided at the time of registration it may result in your child being excluded from activities with no refunds provided. You will be required to complete a Medication Authorisation form for any medication left on site during your child's visit.

4.0 Supervision, Timings and Delivery

- 4.1 All booking 'start' and 'finish' times are quoted in the e-mail confirmation and on our website. This includes the time required to conduct registration, set up and dismantle any necessary equipment, and oversee collection for the session, course, or camp in question.
- 4.2 Any lateness for registration may result in being denied entry. **No refund or replacement session will be offered.** Furthermore, please do not be late to collect your child as Essex Sport does not have the staff or facility capacity to look after unaccompanied children. **If repeated, a late stay fee may be charged.**
- 4.3 If a child is not attending a scheduled day on camp or a weekly course session, parents/guardians must telephone the Sports Centre Reception to allow us to update records on 01206 873250.
- 4.4 Children attending any of our Essex Sport Junior programmes must have at least one responsible adult (parent/guardian) accompanying them to registration and collection.



4.5 If you would like your child(ren) to sign themselves in and out of sessions, you must e-mail sportsdevelopment@essex.ac.uk where you will be asked to complete and return an unaccompanied child release form. This is only permitted for children over the age of 10. Once this form has been approved by a member of the Essex Sport team, they will confirm your request via email and update the register. Upon receiving this email confirmation, the child referenced on the form will be allowed to sign themselves in and out of sessions or camps.

4.6 We will provide coaches, instructors or playworkers depending on the specific Essex Sport Junior programme you have booked. Essex Sport staff are only responsible for the children during the agreed time of sporting activity in the e-mail confirmation.

4.7 For all activities which last under 2 hours in duration, children attending should not be left unsupervised at the venue and must have a responsible adult (parent/guardian) accompanying them within the Essex Sport facilities for the duration of the activity. If you are using other Essex Sport facilities, such as the gym, please make sure the coach is informed in case of an emergency.

4.8 Spectating is only permitted for Essex Sport Junior courses or sessions. Where space permits, benches will be provided for parents to sit down. If it is deemed not possible due to space limitations, we will politely ask you to wait outside the facility or go to the balcony depending on where the session is taking place.

4.9 We recommend that children arrive changed and ready for their chosen activity. Essex Sport will not be responsible for child supervision if using our changing facilities or going for toilet breaks during the activity.

5.0 CHUMS Registration and Collection

5.1 No child can be dropped off before 8:30am. We do not have the staff available, so parents/guardians must wait with their child until 8.30am when registration opens.

5.2 All children must be picked up by 5.15pm. A late stay fee may be charged if it is any later or we are not notified in advance.

5.3 No children are allowed to leave the site until their designated collector arrives. All children must be signed out at collection. Every effort will be made to contact the parent/guardian or emergency contact prior to contacting social services if this occurs.

5.4 Fines must be paid in full before your child's next attendance. Non-payment of fines will result in your child being refused from attending forthcoming camp dates.

5.5 If a different person will be collecting your child or if the child has been given permission to make their own arrangements for getting home (walk, bike, bus, or taxi), we will require a signed letter or e-mail confirming arrangements to chums@essex.ac.uk.

5.6 The collection time should be agreed with a member of the staff team in the morning during the drop off process. In the event of an early collection, we offer collection times on the hour or half-past the hour. This ensures the camp runs smoothly and that we comply with safeguarding regulations.

5.7 No collection takes place between 4.45-5pm unless otherwise arranged in the morning. This ensures that we maintain staff ratios during this busy period.

5.8 Parents/guardians should wait in the Sports Arena reception for collection and a member of staff will assist at 5pm.

5.9 If you require any changes to the collection process, please e-mail chums@essex.ac.uk or ring the Sport Centre on 01206 873250.

6.0 Toilet Training

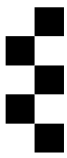
6.1 We ask that children attending camp have been toilet trained. If a child is still in nappies, he/she is unsuitable for camp activities, and we will ask that the child is not booked onto camp.

6.2 Essex Sport Junior understands that accidents can happen and suggests that younger children bring a change of clothes. Management may ask parents to remove a child who soils themselves persistently – in which case no refund will be given.

7.0 Climbing

7.1 Please make sure you read our BMS Commitment Statement before considering your child to take part in any climbing activities organised by Essex Sport Junior. Parents will be asked to sign a hard copy of this on the day of the climbing activity taking place to give consent for their child to participate in climbing.

7.2 Climbing is offered as one of our courses and can often take place during the CHUMS week for the Junior group and anyone over 8 years of age. Climbing is a potentially dangerous activity and could result in serious



personal injury. By agreeing to the terms and conditions, you are confirming permission for your children to take part in climbing and related activities.

7.3 If you are enrolled on CHUMS and do not wish for your child to take part in climbing. Please let us know on the day or by e-mailing chums@essex.ac.uk

8.0 Equipment, Clothing and Personal Items

8.1 Essex Sport will provide all equipment necessary for the booking.

8.2 As this is a sports-based session, any person not in correct clothing will not be allowed to take part (e.g. tracksuit bottoms, trainers/plimsolls etc.). Jeans are not permitted.

8.3 Essex Sport will not accept any liability for the loss or damage of any personal items brought to the centre. We strongly recommend children don't bring valuables, money, jewellery, or electronic devices to our programmes.

8.4 Please ensure your child(ren) is wearing appropriate clothing for the time of the year.

8.5 We will not be liable for injury caused by a child not wearing suitable clothing for their chosen Essex Sport Junior programme activity.

9.0 Food and Catering

9.1 Essex Sport Junior do not provide catering provision. If you are booked on one of our CHUMS camps, please supply a packed lunch and plenty of water for your child(ren) as well as plenty of snacks for breaks.

9.2 the University will accept no liability to the hirer for any damages, costs, losses, claims, expenses, demands and proceedings whatsoever, howsoever arising whether in contact, tort or otherwise, arising directly or indirectly, out of or, in the course of, or connection with the caterer or the caterer's provision of any goods and services to the hirer.

9.3 No alcohol is to be brought in or consumed on Essex Sport premises.

10.0 Behaviour & Conduct

10.1 Fighting, stealing, swearing, discrimination, bullying or any abusive behaviour towards staff or fellow attendees will not be tolerated and will always be challenged by Essex Sport staff. This will result in immediate expulsion (non-refundable) and exclusion from future activities.

10.2 Please ensure that you and your child read our full **Essex Sport Junior Code of Conduct** document to help your child behave appropriately while on a children's course.

11.0 Health and Safety

11.1 A qualified first aider is always on-site during Sports Centre opening times.

11.2 In the case of emergency, the first aider will take appropriate action. By agreeing to these terms and conditions you are giving us permission to seek medical advice and/or treatment in an emergency.

11.3 It is accepted that when taking part in sports there may be injuries. Essex Sport will be sure to take the appropriate steps and measures to make activities safe, but this is sometimes beyond our control.

12.0 Liability

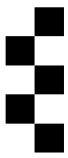
12.1 Please refer to Liability section (11) on our standard [Essex Sport terms and conditions](#).

13.0 Photography

13.1 Essex Sport is an active operation which means our overriding priority is to ensure that photography does not lead, either directly or indirectly, to anything that may potentially endanger the safety of the children. We therefore ask that you do not take photos or video recordings and under no circumstances should any photos or videos be published online.

14.0 Safeguarding

14.1 Essex Sport staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. All such concerns are dealt with by our designated safeguarding lead with appropriate action taken.



14.2 All lead instructors are DBS checked, with all student instructors vetted and interviewed.

15.0 Car Parking

15.1 Car parking is available at the University of Essex. The nearest car park to the Sports Centre is car park B or the multi-decked car park via entrance 2. Please see map below:

http://www.essex.ac.uk/about/colchester/documents/colchester_campus_map.pdf

15.2 Parking charges only apply between 0930-1630 Monday-Friday and are free at weekends.

15.3 Hire fees do not include parking charges at the University of Essex.

By continuing with your Essex Sport Junior booking, you are agreeing and accepting our full Terms & Conditions.