ESSEX SPORT JUNIOR TERMS AND CONDITIONS

TEMPORARY MEASURES DUE TO COVID-19.

The terms set out below show relevant temporary measures in place affecting and overriding our standard operating Terms and Conditions. These terms will be reviewed regularly and where appropriate restrictions will be eased. We will endeavour to inform all customers and participants via e-mail of any subsequent changes and as and when they happen. All other terms set out in our standard Essex Sport Junior Terms and Conditions still apply.

By continuing with your Essex Sport Junior or CHUMS booking you are agreeing and accepting our full Terms & Conditions. Please also make sure you fully understand our standard terms and conditions for the whole of Essex Sport.

For more details on COVID-19 protective measures we will have in place, please visit our website where you will find further guidance and FAQs.

General

1.1 Essex Sport will no longer accept cash payments. Where possible payments should be made online or over the phone. However, if unavoidable, the option of making payment in person by debit/credit card will still be available.

1.2 If you are unable to attend a session due to a COVID-19 related factor e.g. self-isolation, quarantine, displaying symptoms, this would be classified as an exceptional circumstance and you will be entitled to a refund or credit. You may be asked for an official medical note from a medically qualified practitioner.

1.3 Anyone intending to participate in an Essex Sport Junior programme is required to have viewed our junior code of conduct, junior and standard T&Cs. This is acknowledged once full payment for the booking has been received.

1.4 Anyone intending to participate in an Essex Sport Junior programme will be required to read the ‘Parent Information Pack’ which they will receive by e-mail before commencing the course/camp. This pack will describe everything you need to know before attending your specific course, camp or session, including specific instructions that relate to new COVID-19 mitigation measures such as drop off and collection points.

1.5 Please ensure your child(ren) arrive changed and ready to participate in your chosen activity as changing rooms will be out of action.

1.6 In line with current government guidance, no children are required to wear face masks apart from secondary school children over the age of 11 years who will be required to wear a face mask when travelling around indoor facilities.

1.7 We ask that when dropping off and collecting their children, that you limit drop off and collection to one parent or guardian per household. We also ask that parents/guardians wear masks at all times, even when queuing outdoors.

1.8 All staff members at Essex Sport will be tested for COVID-19 twice a week for maximum safety. All staff members will also be required to wear masks at all times apart from when coaching.

1.9 If a child is suspected of displaying coronavirus symptoms during their time at one of our programmes, they will be sent home immediately and should follow the most recent government guidelines for self-isolation. Whilst a child is waiting to be collected, they will be separated from the group and be accompanied by one of our staff members. Once the child has left the venue, a full deep clean of the facilities will take by Essex Sport staff.

1.10 In the result of a suspected outbreak at one of our sessions or camps, we will liaise with the University COVID-19 and Public Health local protection teams for a rapid investigation to take place and will take appropriate action on any advice given. This may entail a large group having to self-isolate at home as a precautionary measure, or, in more extreme cases, the whole camp to be dosed for a period of time. Parents will be informed immediately by phone and e-mail.

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Essex Sport Junior Courses and Pay and Play Sessions

2.1 Session capacities have been reduced to ensure sessions can be delivered safely and COVID-19 securely. Sessions will still 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 has been completed.

2.2 Please ensure that you arrive 10 minutes before the session starts to go through the necessary registration and screening checks. All sessions will now finish 10 minutes before the stated end time to allow for cleaning to take place in preparation for the following session. This is factored into the time and price advertised.

2.3 All parents, guardians and children will be required to wait and queue socially distanced outside the designated meeting point for your session. When you arrive, you will be met by one of our coaches or staff members who will sign your child in and explain protocols before the session gets started. Please ensure you do not enter any sporting facility until you are asked to do so by a member of the Essex Sport team. Please also expect queuing to be slower than usual, however, we will endeavour to keep the line moving as fast as possible with your cooperation.

2.4 To maintain social distancing, parents will no longer be permitted to spectate at sessions taking place in the Essex Sport Arena and Sports Centre. We will be permitting one parent/guardian to be inside the tennis bubble facility and other outdoor facilities.

2.5 All equipment is provided by the Sports Centre for the entirety of the course/session. Whilst we will be implementing new cleaning protocols to ensure equipment is sanitised and disinfected before use, we strongly recommend that you bring your own equipment to sessions to help minimise risk.

CHUMS Multisport Holiday Camps

3.1 In line with current government guidance, camp capacities have been reduced to no more than bubbles of 15 to ensure sessions can be delivered safely and COVID-19 securely. Where possible, these groups will be kept consistent throughout the week and kept apart from groups around the setting. This means that we cannot accept any group changes (unless for exceptional circumstances which must be agreed in advance with camp management).

3.2 Camp spaces will still 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 has been completed.

3.3 All parents, guardians and children will be required to queue socially distanced outside the designated drop off and collecting meeting point for your respective camp. When you arrive, you will be met by one of our playworkers or staff members who will sign your child in and explain protocols before the camp day gets started. Please ensure you do not enter any sporting facility until you are asked to do so by a member of the Essex Sport team. Please also expect queuing to be slower than usual, however, we will endeavour to keep the line moving as fast as possible with your cooperation.

3.4 We recommend that children don’t bring any toys or any other household items unless it is essential towards their health and wellbeing.

3.5 Hand sanitisers will be available throughout Essex Sport facilities for use by children and staff. We will be encouraging children to wash their hands every hour, before and after breaks and after using the toilet.

3.6 Activities are subject to change on a daily basis if at any point camp staff believe participant safety may be put at risk. The camp intends to increase the amount of open-air outdoor activities but will also have contingencies in place for bad weather that makes use of ventilated indoor spaces available at our facilities.
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 has 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 or credit for any part of your payment under any circumstances once your booking has passed the 7 day cancellation period. This includes illness 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.

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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 unless you have selected an early drop off option where you will be able to register your child at 7.45am. 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 unless you selected a late collection option where you will be able to collect your child by 6.00pm. 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 If you are booked on ‘Mini-CHUMS’, 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 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 on site at all times 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. The Sports Centre 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.

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