

EzeeSport Holiday Camps

Terms & Conditions of Booking

By making a booking with EzeeSport Holiday Camps, you agree to the following Terms & Conditions.

1. Bookings & Payment

- All places must be booked in advance through our online booking system.
 - Full payment is required at the time of booking unless otherwise agreed by EzeeSport.
 - A booking is only confirmed once payment has been received and a confirmation email has been issued.
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2. Arrival & Collection

If someone different is collecting your child, you must notify the Camp Manager before collection.

Late Collection

Parents are expected to collect their child promptly at the published finish time.

If you are unexpectedly delayed, please contact the Camp Manager as soon as possible.

Persistent late collection may result in additional charges and, in exceptional circumstances, EzeeSport reserves the right to refuse future bookings.

3. Medical Information & Additional Needs

Parents and guardians must provide complete and accurate information about their child when booking.

This includes, but is not limited to:

- Medical conditions
- Allergies
- Medication
- Dietary requirements
- Disabilities

- Behavioural, emotional or social needs
- Learning or additional support needs
- Any information that may affect the child's safety or the safety of others

If your child's circumstances change after booking, you must inform EzeeSport before they attend camp.

Failure to disclose information that significantly affects a child's participation or safety may result in immediate collection and/or exclusion from camp if we are unable to safely meet their needs.

4. Medication

Any medication required during the camp day must:

- Be handed directly to a member of staff at registration.
- Be clearly labelled with the child's name.
- Be supplied in its original packaging.
- Be accompanied by appropriate written instructions.
- A medical consent form must be requested prior to the camp and filled out and supplied to the Camp Lead on the day of attendance.

Emergency medication, including inhalers and adrenaline auto-injectors, must always be brought to camp where required.

5. Illness

Children should not attend camp if they:

- Have a high temperature.
- Are suffering from sickness or diarrhoea (they must remain away from camp until they have been symptom-free for at least 48 hours).
- Have a contagious illness.
- Are otherwise too unwell to participate safely.

If a child becomes unwell during camp, parents or emergency contacts will be contacted and may be asked to collect their child.

6. Behaviour

EzeeSport promotes positive behaviour through encouragement, clear expectations and respect for others.

Where appropriate, staff will work with children to resolve behavioural issues.

However, EzeeSport reserves the right to require immediate collection or exclude a child from camp where, in the reasonable opinion of the Camp Manager, their behaviour:

- Places themselves or others at risk.
- Seriously disrupts activities.
- Prevents staff from safely supervising the group.
- Causes significant distress to other children or staff.
- Includes bullying, aggression, abusive language or discriminatory behaviour.
- Involves refusal to follow reasonable safety instructions.
- Includes leaving the supervised area without permission.
- Results in deliberate damage to equipment or facilities.

This list is not exhaustive.

Any decision regarding collection or exclusion will always prioritise the safety and wellbeing of all children attending camp.

7. Refunds Following Exclusion

Where a child is excluded from camp due to behaviour, failure to disclose relevant information or any other breach of these Terms & Conditions, any refund will be entirely at the discretion of EzeeSport.

8. Cancellation by Parents

If you need to cancel a booking, please notify EzeeSport as soon as possible.

Refunds or credits will be issued in accordance with the cancellation policy in place at the time of booking.

Bookings may not be transferred without prior agreement.

9. Cancellation by EzeeSport

EzeeSport reserves the right to cancel or amend any camp due to circumstances beyond our reasonable control, including insufficient participant numbers, severe weather, staff illness or events affecting the safe operation of the camp.

Where a camp is cancelled by EzeeSport, parents will be offered either:

- An alternative camp date (where available), or
- A full refund.

EzeeSport shall not be liable for any additional costs or losses arising from such cancellations.

10. Photography & Video

From time to time, photographs or video footage may be taken during camp for promotional purposes.

Images will only be used where parental consent has been provided during the booking process.

Parents may withdraw consent at any time by contacting EzeeSport.

11. Personal Belongings

Children are responsible for their personal belongings.

We recommend that all clothing, lunch boxes and water bottles are clearly named.

EzeeSport accepts no responsibility for the loss, theft or damage of personal property brought to camp.

12. Accidents & Emergencies

Whilst every reasonable precaution is taken to provide a safe environment, participation in sporting activities carries an inherent risk of injury.

By booking, parents acknowledge and accept this risk.

In the event of an accident or medical emergency, EzeeSport staff will administer appropriate first aid and seek emergency medical assistance where necessary.

Parents and emergency contacts will be informed as soon as reasonably practicable.

13. Data Protection

EzeeSport processes personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information is used only for the administration, safeguarding and safe operation of our holiday camps.

Further information can be found in our Privacy Policy.

14. Liability

Nothing within these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot legally be excluded.

Subject to the above, EzeeSport's total liability arising from any booking shall be limited to the total amount paid for the relevant booking.

15. Acceptance of Terms

By completing a booking, parents and guardians confirm that:

- The information provided is accurate and complete.
 - They have read and understood these Terms & Conditions.
 - They agree to comply with all EzeeSport policies.
 - They understand that the safety and wellbeing of all children attending camp is EzeeSport's primary responsibility.
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