



FAQ

What is...



What do I need to bring for the colour run?

Make sure your child brings a white top/old clothing because the colour powder could stain the clothing. The colour powder is non-flammable and non-toxic. It is the safest colour powder currently available on the UK market.

What do I need my child to bring for the splash day?

Make sure your child has a swimming costume/swimming shorts, a towel and goggles and armbands if needed. If your child doesn't want to get into the pool, please let the staff know when dropping your child off.

Does your club accept Childcare Vouchers?

We accept the following childcare vouchers (please see below)

Bravo Benefits - Prosports Solutions Busy Bee's - Camp Epic
Prosports Solutions Care4 - 35428255 Co-Op Flexible Benefits -
85119400 Computersave - 0025785713 Computershare - Prosports
Solutions Edrenred - P21180695 Fidelity - Prosports Solutions GOV
Scheme - Prosports Solutions KiddiVouchers - Prosports Solutions
Sodexo - 912269

How do I book?

All bookings that are live will be available via the Camp Epic section on Pembee. <https://prosports-solutions.pembee.app/listing/camp-epic>

What age can attend camp?

We can only accept your kids from the year groups 1-6. * We do not allow kids in reception and so you must declare the correct age when booking.



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Is lunch included?

Lunch is not provided at our camps, unless we say otherwise.

How much does camp cost?

Camp costs £27 each day. However we may have discount codes available leading up to camp so make sure to check our socials!

What times does camp run/ when is pick up and drop off

Camp runs from 9am-4pm and we advise to drop your children off at 8:45/9am and pick up at 3:45/4pm.

If I am late picking up my child, is there any fee's?

If you are late collecting your child by over 10 minutes, without letting us know prior, then a fee of £1 per minute will be charged. Failure to collect after 30 minutes may result in us contacting social care as per our policy.

What is our policy on disciplinary behaviour?

We have a zero tolerance on bullying at camp. We do not accept poor behaviour and it is irrespective of any special needs or discriminations. Any concerns email campepic@prosports-solutions.co.uk



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Are my kids safe at camp?

We can ensure your kids are in the best care at camp with our coaches who are fully qualified in first aid and DBS checked. We are OFSTED registered and have a Safeguarding Officer to secure the safety of your children.

I don't want my child to have photo's at camp, can you ensure that doesn't happen?

Due to having a high volume of children at camp, all children who aren't allowed photos will be asked to wear a sash and be part of our 'photography team' so they don't feel left out. This is so we can make sure they aren't in any photos that we use on our socials or for marketing purposes.

Can I observe/visit my kids whilst they are at camp?

The simple answer is no. No parents are permitted at our camp due to safeguarding issue! We don't want you miss out however, so we post regular updates on our socials throughout the day so you can see photos of your kids!

If I am late picking up my child, is there any fee's?

If you are late collecting your child by over 10 minutes, without letting us know prior, then a fee of £1 per minute will be charged. Failure to collect after 30 minutes may result in us contacting social care as per our policy.

What happens if my child is unwell and can't attend camp?

We advise to tell us 48 hours before camp in order for the refund to be permitted. After the 48 hours bookings are final and non-refundable.



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How do I cancel my booking?

Please email campepic@prosports-solutions.co.uk to cancel your bookings. You must let us know 48 hours before camp in order to receive a refund. See our full cancellation policy here- <https://www.campepic.co.uk/cancellation-policy>

My child does not like sport, will there be any other activities?

We don't just provide sports at camp. There are lots of arts and crafts, lego play, gymnastics games and talent shows. We can provide a variety of activities for all interests.

What do I need to bring?

- A packed lunch, unless you are providing lunch for you
- A water bottle
- Any medications that you will need to take whilst at Camp Epic
- Sunscreen
- A coat or jacket as we will aim to be outside as much as possible
- Clothes suitable for physical activity
- A signed copy of the Camp Epic permission slip. Or email to campepic@prosports-solutions.co.uk
- Swimming costume, towel and change of clothes if attending Splash Day.

Do I need to fill out a permission slip for camp?

Yes you do, Click [here](#) to find our permission slip. This will need to be filled out prior to attending camp.