



Sambell Sports Camps Ltd; Holiday Camp Procedures

Firstly, thank you for your booking and choosing Sambell Sports Camps. We are looking forward to welcoming you to our holiday camps.

All our holidays camps are run from the University of Cumbria Sports complex, which can be found opposite the large gated entrance to Williamson Park.

Full address: University of Cumbria, Sport and Recreation Centre, Bowerham (or Wyresdale) Road, Lancaster, LA1 3JD.

Before the day of arrival on camps:

Please make sure you read this document carefully and understand the procedures we have. These are in place to ensure both the safety of you, your child and all other children in attendance. If these procedures are not followed, both you and your child will no longer be allowed to attend any holiday camps moving forwards and no refund will be issued. If you have any questions or concerns, please do not hesitate to get in touch with me before your child attends.

When you arrive on the day of camps:

Signing in:

When you arrive, registration takes place inside the Sports Complex at the main reception area, where you will see myself (Mike / head coach) at the desk. A copy of all our procedures, risk assessments and legal information regarding coaches (Qualifications and DBS certificates) can be found here.

Please make sure that if you selected the payment method of “*Card Payment/Cash on First Day of Attending Camp*”, that you have your card / cash out and ready to pay. This will help us to speed the process up. Each child will be given a URN (Unique Reference Number), this number will link back to your child on the register and you will need to quote this number on collection. **No child is allowed to leave our camps at the end of the day without this number.**

The registration process may take a little longer than normal if we are busy, so please be patient and bear with us. Once registration has been completed, children will head into the sports hall to meet the coaches. Parents will be asked to exit through the main doors of the sports complex; please note that parents will not be allowed to enter the Sports Hall.

Signing out:

When you arrive to collect your child, you will be required to sign them out with the me / head coach who will be at the registration desk in the same place as signing in. You will need to quote your child's name and their URN number when you get to the desk. Once you have signed your child out at the registration desk, you will head through to the Sports Hall where the children will be sat waiting.

You will then advise the coaches inside who you are there for and you can collect your child.

You will be asked to head out of the fire exit at the back of the sports complex. Again please be patient as this process may take longer than normal on busier days, but it is important we keep everyone safe. **Please DO NOT walk around the side to collect your child, you must sign them out first!**

Early Drop Off & Late Pickup:

For those that have booked Early Drop Off and Late Pickup's on your booking, you will need to head straight to the Sports Hall by following the signs. Please make sure you Sign In/Sign out with the head coach. Sign in and Sign out procedure will be the same as above.

Payments:

Payments are due on or before your first day of attending camps, whether you have decided to pay 'Bank Transfer' or 'Card/Cash on First Day of Camp'. All booking payment will be due even if you have multiple bookings. Failure to pay will mean your booking may be terminated.

General Rules:

At the beginning of each day, the children will be sat down and the rules will be explained to them. If a child continues to break the rules, parents will be contacted and asked to collect their child. There will be no refund available in these circumstances.

What you need to send:

- A packed lunch
- A drink in a refillable bottle
- Sun cream
- Coat and jumper
- Tuck Shop money (optional)

Cancellations:

We understand that plans can sometimes change, therefore we do allow you to cancel your place if you need to, but depending on when this is done, a cancellation fee may be due.

For cancellation with no fee being charged: You will need email me by 9pm on the Sunday before camps start. If you cancel before the camp week begins, we can happily offer you a full refund.

If you wish to cancel your place once the week has begun, there will be a £10 charge for day's you wish to cancel.

If you do not let us know before 8.30am on the day you are due to attend, or simply do not turn up to registration, the full amount for your booking will be charged for that day. Failure to pay will mean your account will be suspended until balance is paid.

Thank you for taking the time to read through this document. I would like to thank you for reading this document, it is important that everyone knows the procedures for the camps, so we all stay safe. We do send a "pre camp email" out a few days before to cover the procedures and further details of what is planned for the week. This will include our disclaimer forms for some of our themed days.