



TFG Camps Full Terms and Conditions

Booking is deemed acceptance of these conditions.

Registration and collection

All children must be registered with a signature from the parent or guardian on arrival and collection as per the times detailed. If a child is to be picked up by somebody other than that stated upon the booking form or arrangements have been made for the child to walk home this must be clearly stated in writing and handed to TFG prior to the day or upon arrival. We have a 5 minute policy for parents when dropping children off and collecting them so the area doesn't become too crowded and children can settle in.

Children must be collected by 4.00pm unless the additional £7.50 has been paid for extra time until 5.30pm. TFG have the right to charge for late collection.

Parent or guardian attendance

Due to Ofsted guidelines it is the responsibility of TFG to ensure that any adult present at the venue during the running of each day has been CRB/DBS checked through TFG.

Therefore we would be grateful if parents or guardians refrain from entering the venue during times when children will still be participating in their activities – we appreciate your understanding with this. This excludes registration and collection times.

Health and Safety

Booking is deemed acceptance of our "Injury waiver" and that TFG and their coaches are not under any liability for personal injury, loss or damage caused to participants whilst on at a TFG event.

The Future Games will not be held responsible for any loss or damage to any personal belongings whilst attending or travelling to or from one of our events.

Our staff do not physically participate in any contact games with the children.

Children must arrive with an appropriate amount of food and drink for the day. Drinking water is available therefore children will have the opportunity to refill bottles throughout the day.

Children must arrive with appropriate clothing for the day and time of year.

Children attending football camps must wear shin pads at all times – not required for multi sports camps. TFG Staff have the right to stop children without shin-pads playing in football games where contact may happen.

Any medical conditions must be stated upon application and any special circumstances made known to TFG prior to arrival. Any changes to your personal information as well as your child's medical information post booking and prior to the camp day must be made known.

If a child requires emergency first aid or needs to be transported to hospital urgently then TFG Staff (first aid trained) have parental consent to administer the required actions/procedures necessary for the safety of the child. The parent/guardians of the child will be contacted if this is the case.

The Future Games completes a full RISK assessment for every camp venue, and facilitate each day accordingly so the risk of any injuries or incidents arising is kept to a minimum.

No photographic images will be taken without prior consent of the parent/guardian of each child. With consent these images may be used for promotional material.

TFG can only offer a place to the number of children that meets our coaches:children ratio. Children that turn up on the day without booking will be offered a space if it does not exceed our coaches:children ratio in line with Ofsted guidelines.

Insurance

TFG has full public liability insurance cover.

Venues

All TFG Camps take place at secure venues with indoor facilities and toilets. Breaks and lunchtimes are taken indoors with plenty of indoor activities available.

In the event of bad weather Sports and activities will be played indoors.

Anti-social behaviour

We do not conform to any disruptive, dangerous or anti-social behaviour of any kind. This includes but is not limited to bullying, sexism, swearing or violence towards any other child or towards any of our TFG Staff. If a child is considered to be involving themselves in any of the previously mentioned behaviour then TFG reserves the right to refuse their participation in the rest of the day's activities and also their involvement in any other camp dates. In the emergency case of a child's behaviour jeopardising the safety of the other children or TFG Staff; the emergency contact listed on the booking form will be contacted and expected to collect the child immediately. In this situation no refunds will be made.

Incompatibility

We are not able to provide additional staff to support a child above the ratios of 1:10 (we do not provide one-to-one support).

We recognize that the needs of individual children vary, and will endeavor to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible. We reserve the right to decline any Booking or exclude **any child** at any time prior to or during the Holiday or activity if in our reasonable opinion the behaviour of the child is disruptive, dangerous or incompatible with the general enjoyment of other visitors. You agree and acknowledge that any behaviour that is having an impact (e.g. from a safety or any other similar perspective) on any other child) then our decision to decline the booking or exclude a child is final and shall not be open to legal challenge. Any additional costs so incurred shall be entirely your responsibility and no refund applies. You shall advise us at the time of booking fully in writing of your child's name contact details and any requirements needs or personal circumstances that you reasonably consider may affect the child during the Holiday including special dietary requirements, illness, disabilities any social behavioural problems.

Payment & Refunds

Cancelations: Please contact the TFG Head Office either by email - hello@tfgcamps.com - or call on 01525 630199.

Refund policy: Applies to all Holiday Camp bookings cancellations and alterations

Payment must be made no later than 5 days prior to attending a TFG camp. Payments can be made online via www.tfgcamps.com.

10 days' notice must be given to cancel your booking otherwise full payment is still due. If your child is booked on to the camp and fails to turn up payment will still be required in full as TFG will have brought in further coaches to appropriately meet the child:coach ratio. TFG will not be able to provide a refund if your child is not able to attend.

An 'account credit' may be issued at the discretion of TFG as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of TFG, as running costs are still incurred. Account credit given at our discretion 'where we have received less than the 10 days stated notice period' will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

In the event of TFG cancelling a camp a full refund will be given.

Refund policy: Applies to all extra curricular Sports Clubs bookings cancellations and alterations

Payment must be made at the time of booking. Payments can be made online via www.tfgcamps.com.

Typically the courses run in half termly or termly blocks; 14 days' notice must be given to cancel your booking for the remainder of the course you are signed up for - otherwise full payment is still due. If your child is booked on to the club and fails to turn up payment will still be required in full. TFG will not be able to provide a refund if your child is not able to attend.

An 'account credit' may be issued at the discretion of TFG as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of TFG, as running costs are still incurred. Account credit given at our discretion 'where we have received less than the 14 days stated notice period' will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

In the event of TFG cancelling an extra curricular sports club you will receive a 100% refund to your account credit with TFG.

Your personal information

The personal information that you provide us will be used for the organisation and management of our camps as well as for the safety of your child/children. With permission we will use the information provided to inform you of other TFG events.

Covid-19 / Infection Control

TFG have implemented 'special measures' as per government guidelines with the aim of keeping children, staff and parents safe during the Covid-19 pandemic.

Booking is deemed acceptance that TFG are doing their utmost to keep participant safe and cannot be held responsible for any covid-19 infection or illness to any child or parent; or any loss of earnings resulting from this.

Keeping safe this summer

The health and wellbeing of our young guests and staff is of utmost importance. We want to provide a summer full of fun and laughter whilst effectively administering the most up-to-date health and safety guidelines.

Staff

- Completed 'prevent Covid-19' training and infection control training.
- To be tested for Covid-19 before the summer holidays commence.
- Temperature taken each morning prior to attending work.
- To have the option of wearing face masks when inside.
- Wash their hands regularly as per government guidelines – will also have personal hand sanitizers.
- Ensure no one on site is displaying any coronavirus symptoms and follow our robust isolation protocols in the event that they are. **Anyone displaying coronavirus symptoms will be required not to come to camp until they have met the self-isolation or testing requirements as per government guidelines.**

Parents

- Do not enter the building under any circumstances.
- Sign in and collect at a designated outside point marked out with 2m spaces if required to queue.
- Walkway Route mapped out to avoid parents having to walk directly past one another.
- Follow the government guidelines at that point in time in relation to themselves and childcare; which currently states for children not to attend a second setting (please note we will keep customers who have booked for summer camp 20th July – 28th August up to date as government guidelines change and our service will reflect these guidelines at that moment in time).

Children

- 'Safety Bubbles' we have restricted the number of spaces to only 15 for each activity group per week! Meaning children that attend will not mix with anyone outside of this recommended bubble of 15. Each activity 'bubble' will have their own indoor base for the

day and we have planned for the same member(s) of staff to work with the same 'activity bubble' throughout the week.

- 4 x Activity groups 'bubbles' available (15 spaces in each):

1. Dance ages 5 - 13 /
2. Football Ages 5 - 7 /
3. Football ages 8 - 13 /
4. Multi Sports ages 5 - 13.

- Children's temperature is taken in the morning on our contactless temperature radar; before allowing access to the club; any children with a temperature of 38C+ will not be allowed to attend.

- Hand washing - on arrival, before and during activities, before and after eating, on departure.

- Social distancing - when indoors for snack and lunch we will set up 'named' chairs in the indoor areas for each group, to meet social distancing requirements.

- 'Free Play' different zones for children to try. Including football targets, tennis nets / swing ball, hoops & skipping & more! Staggered playtimes for each bubble.

- Infection control - we regularly clean anyway but will be doing more of this with disinfectant at regular periods throughout the day. Professional clean at the end of each day!

- Arts and Crafts - children will be given their own 'named' set of resources that will be kept at camp for the week.

- Cleaning equipment - children will have their own ball for activities that require a ball; which will be cleaned before and after use. Any other equipment used for activities will be cleaned before and after use with 'milton' disinfectant.

- Outdoor activities - we will look to spend the majority of the day outside!

All venues have adequate shade.

Activities

- Pre-planned and structured as part of our full Covid-19 RISK assessment.

- 2m social distancing to be enforced at all times.

- Staff will aim to encourage and educate children on social distancing during activities as best they can.

- No invasion games/contact games e.g. football matches.

- Personal space pods marked out for certain activities.

In the event of TFG cancelling a camp due to government guidelines preventing from us reopening a 100% refund will be given.