Active Trowbridge Terms and Conditions for all Holiday Activities

Children are supervised throughout the day by qualified, experienced coaches and staffed on a ratio basis. Active Kids Camp Policies and Procedures are available on request. This include but are limited to; Equal Opportunities, Behaviour Policy and Child Protection.

Bookings:

Advanced bookings are charged at £21.50 for the standard 9am – 3pm day and £26.90 for the extended 8am – 4pm. Bookings for all camps close each Wednesday of the week in advance of each week of the school holidays. After this time no further advance bookings will be accepted and limited on the day bookings will be available for the standard day only charged at a rate of £24 per child per day. On the day bookings for extended day are not available.

If your child has an EHCP with the school please provide this via email to info@activetrowbridge.co.uk prior to the start of the camp. Please ensure that all medical information and allergies are declared prior to booking.

Registration and Collection:

You will only be contacted by us if the camp required is full and your child has not got a place. If you do not hear from us, bring your child/children for registration. Extended Day attendees may arrive from 8am; please note: Registration is from 9:00 – 9:15am. If arriving after 9:00am, Trowbridge Town Council need to be informed in advance by email to info@activetrowbridge.co.uk please refrain from calling the main Trowbridge Town Council number. All children must be collected from Active Kids Camp Standard Day, Soccer Schools or Wildcats by 3pm or 4pm if Extended Day options has been booked.

Children aged 12 and over may walk home alone so long as a written and signed note from the parent or guardian has been provided granting their consent for each day this applies to. Trowbridge Town Council takes no further responsibility for the child once they have left the site of our holiday camps.

Parents are not permitted entry to any of the school buildings.

Clothing:

Please ensure your child wears clothes and footwear suitable for playing sport and appropriate for weather conditions. Trowbridge Town Council will not take any responsibility for children's clothing or its loss. If attending Soccer Schools or Wildcats, shinpads are a requirement.

Lunch:

Your child must be provided with a nut free packed lunch with enough food to provide both a morning snack and lunch, providing them with adequate sustenance for the number of sporting activities undertaken. All children should also attend with a refillable water bottle.

Covid:

We would request that any child showing systems of or testing positive do not attend Active Kids Camp, Soccer Schools or Wildcats until symptoms have abated or they have 2 negative tests.

Medication:

Trowbridge Town Council's Policy is not to administer any medication to any of the children (excluding the administration of an epi-pen if required). However, parents, carers or childminders are invited to administer medication at any suitable time during the Active Kids Camp by arrangement and self-administration of medication is permitted. The carrying inhalers and epi-pens where required is encouraged and may be kept within children own bags.

Behaviour:

Should your child/children's behaviour cause disruption or upset to others then Trowbridge Town Council reserves the right to telephone you and ask for their removal. We also reserve the right to permanently exclude any child for continued disruptive or aggressive behaviour towards staff or other attendees.

We would also refer you to review our code of conduct for parents and attendees to all Active Trowbridge Services.

Transport:

Please note your children may be transported via Trowbridge Town Council's minibus or walking bus to or from the Active Kids Camp, Soccer Schools or Wildcats site.

Photo Permissions:

If permission is given for photos and video your child's image may appear on the social media, marketing and website for both Active Trowbridge and the wider Trowbridge Town Council and other online websites where we market our services this include but are not limited to Wiltshire Together and Netmums.

Payment:

Payment must be made with the booking; bookings will not be authorised without payment. Our preference, for card payments is online via our website. The website also accepts bookings with payment via childcare vouchers please book online and select offline payment and log into your voucher provider to send the funds across as soon as your booking is complete.

Trowbridge Town Council staff in receipt of reduced bookings must also pay at time of booking via the staff booking links provided to the online booking system.

Days and camps may be changed but a £2 per child per day admin fee will apply, plus the difference in cost if transferring camp from standard to extended days.

Refunds:

Refunds are not provided, unless for sickness evidenced by a doctor's note.

Data Protection:

Here at Trowbridge Town council, we understand the importance of protecting your data. To see how we process, store and look after your data, see our privacy policy on our WEBSITE, or ask a member of the team to send you a copy. If you wish to be contacted by Active Trowbridge for marketing purposes, please updated your consents on your ClubSpark account.

Gadgets:

No mobile phones, iPads/tablets and game consoles or other electronic devices are permitted at Active Kids Camp, Soccer Schools, or Wildcats; we would also encourage children not to bring any personal possessions such as toys. Trowbridge Town Council, bear no responsibility for any personal items' loss or damage whilst on the sites of our holiday camps.