



Play Create Move, Mini Movers and SLD Soccer camps Terms & Conditions / Information

1. The Contract

The contract is between Moving Matters and the parent/guardian of the child named on the booking form. By submitting a booking form you agree to the terms and conditions. Payment is due in full at the time of booking.

2. Cancellation

Cancellations require 72 hours notice by phone or e-mail to enquiriesmovingmatters@gmail.com . Moving Matters will also give 72 hours' notice if camp is cancelled. In the event of camp closure due to a power fault, severe weather conditions or as a result of developments related to the Covid-19 pandemic, Moving Matters will not pay any refunds but will offer credits for future use. For individual Covid-19 related cancellations and refunds, see at the bottom of page.

Moving Matters reserves the right to cancel any one day if less than 10 people are booked in. In such an event a full credit will be offered.

3. Insurance

Your children are fully covered by our Public Liability Insurance. Details to be provided upon request.

4. Medical conditions

Details of any medical conditions or allergies must be given at the time of booking and any relevant medical equipment (inhaler, epi-pen) given to the Camp Director during registration.

5. Behaviour Management

Policy Moving Matters believes that children will flourish best in an atmosphere of mutual respect and encouragement where everyone knows what is expected of them. The Camp Director will discuss behaviour with your children during the orientation session on their first day. We concentrate on encouraging good behaviour and ensuring children enjoy their time at the activity camp. Staff will treat children with respect, promoting an atmosphere of trust. Should the positive atmosphere of the activity camp be compromised by disruptive or inappropriate behaviour, our staff will explain to the child why it is unacceptable. If the problem cannot be resolved, staff may have no choice but to exclude the child from the camp.

6. Your Consent

By agreeing to our terms and conditions you agree that your child will be involved in multi-sport activities or football, indoor and outdoor and that he/she will receive first aid when needed. For more serious accidents which may require hospital treatment, you will be notified as soon as possible. Emergency services will be called and if deemed necessary medication will be administered by professionals if we are unable to contact you or your nominated emergency contact.

Photos may be taken during the day which may be used on social media (facebook, twitter or Instagram) or in future promotional publications, such as leaflets or the website. You must indicate on our booking form if you want to opt out.

7. Costs and Online booking

Please see the website for price details. We offer a 10% family discount, please use the voucher code FAMILY on the payment page.

We are accepting childcare vouchers, details on how to use can be found on the website.

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8. Where and what time

Please see the website and booking forms for timings for the Mini Movers, Play Create Move (PCM) & SLD Soccer camp bubbles (bubbles have different start and end times).

9. Staff

All members of staff are suitably qualified to deliver the activities advertised, all our team work in primary or secondary school's teaching PE, have a full DBS, child protection and (emergency or paediatric) first aid. See our website for details of our team.

10. What to bring:

All children should wear comfortable clothing for being active. Footwear must be AstroTurf trainers or normal trainers –no blades or moulded boots. All children should bring a healthy packed lunch, snacks for break time and plenty of water (**children must attend with a labelled water bottle.**)

11. Late fees

If you are running late, please call our office 0203 6914576. Moving Matters reserves the right to charge parents a late fee. Any collections 15 minutes after your collection time will incur the £5 late fee. The fee goes up £1 for every further minute after the first 15. The late fee must be settled in cash before the return to camp on any future days.

12. Registration

There is no sign in process due to the risks associated with Covid – 19. Parents are required to sign in verbally with the Camp Director. Parents must indicate to the Camp Director if someone else is due to collect their child. Please note each bubble will have a separate registration point, there will be signage outside the venue.

13. Complaints

For complaints about the holiday camp, contact us through our webpage

<https://www.movingmatters.org/index.php/movingmatters/contact-us> or e-mail Director, Rob Wilkinson director@moving-matters.org

14. Childcare Vouchers

All payments must be made prior the holiday camp, if you are using childcare vouchers make sure you have requested that your provider pay us before your child attends the camp, otherwise Moving Matters reserves the right to request the payment via the Open Play booking portal.

15. Refund

We will issue full refunds if:

1. Your child falls ill with Covid-19 during their time at camp
2. Your child is forced to self-isolate for 14 days, because someone within their bubble has tested positive for Covid – 19.

Moving Matters operates a no refund policy otherwise. However customers will receive a full credit note which they will be able to use within a period of 9 months from the date of issue. Credit notes are only applied to cancellations of 72 hours or over. Please notify by email to enquiriesmovingmatters@gmail.com