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FREQUENTLY ASKED QUESTIONS

What time does the camp start and finish each day?

Drop off occurs from 8.30 am. The coaching program begins at 9.00 am. Pick up occurs promptly at 3.00 pm.

What age groups can attend the camp?

We cater for children aged 6-13 years of age. The advertised ages for our camp can and do vary. Please pay attention to these details on the booking form, promotional flyer and our website. Phone Super Sports Camps on 0408 495 766 if you are concerned your child may be slightly out of the age range for the camp.

Who signs children in and out each day?

Parents must accompany children each morning when children sign their child in and when signing their children out.

What if the promotional shirt size does not fit or is not available?

Super Sports Camps will award the closest size possible depending on demand and stock available. Super Sports Camps takes no responsibility for shirts that do not fit your child.

Does my child get groups with their friends, similar ages or similar playing ability?

On the first day of the camp, players are placed into groups according to their age. Players can be placed in the same groups as their friends if parents request this. Players can be moved into different groups once coaches assess the skill levels of the players.

Can I book for one day only?

Yes parents can book their children for one day. If your child enjoys their experience and wishes to book for further days at our camp, parents can go ahead and make that extra booking on our website.

CLOTHING/EQUIPMENT CHECKLIST

Clothes to Wear

- Children Comfortable clothing for an active day including practical shoes (e.g. running shoes) including jacket/coat/jumper in case of cold weather and change of dry clothing in case of wet conditions arise during the day.
- Hat/Cap

Equipment To Bring

- All equipment is provided and supplied by Super Sports Camps. Parents are more than welcome to allow their children to bring their own gear. Parents are reminded to have their child's personal equipment labeled with their name on it in case equipment is misplaced during the camp.
- Sun Cream - please ensure this is applied in the morning before arrival at the camp. Our staff will remind children to reapply sun cream during the day. Our staff are not responsible for applying sun cream on children nor will they assist children to apply sun cream. Customers are responsible to advise/remind children before camp of the need to reapply sun cream.

Food and Drinks to Pack for Recess and Lunch

- Healthy balanced recess and lunch - we are not responsible for providing food for children.
- Refillable drink bottles. All children will be given opportunities to refill bottles with water during the day and will be given frequent opportunities to rehydrate with water.

Avoid Brining the Following Items

- Large sums of money
- Electronic devices – Ipods, Ipads, Gaming Consoles or Mobile Phones

SUPER SPORTS CAMPS TERMS AND CONDITIONS

LOST PROPERTY POLICY

Super Sports Camps is not responsible for lost or damaged property nor can they compensate for lost or damaged property. We will endeavour to return lost property belonging to students. Please place names on all personal belongings to aid us return lost property. All postage and handling costs incurred by Super Sports Camps when returning lost property is the responsibility of customers.

CHILD COLLECTION POLICY

It is the responsibility of customers to organise collection of their children at 3.00pm of each day of the camp. Children become the responsibility of parents from 3.00pm. Super Sports Camps is not responsible for children that are not collected at 3.00pm. If you cannot collect your child at 3.00pm, please organise alternative arrangements in advance or phone us on 0408 495 766 before the commencement of the camp to discuss how we can manage the collection process.

ALLERGY/MEDICAL CONDITION POLICY

- **Small/Minor Medical Condition/Allergy**

It is the responsibility of customers to contact Super Sports Camps via email or phone on 0408 495 766 to advise our staff how to manage the medical condition/allergy once booking is complete.

- **Obvious/Noticeable Medical Condition/Allergy**

It is the responsibility of customers to contact Super Sports Camps via email or phone on 0408 495 766 to advise our staff how to manage the medical condition/allergy prior to completing booking.

- **Serious/Life Threatening Medical Condition/Allergy**

Should your child require medication or the administering of an anaphylactic injection, your child will need to be supervised during the duration of the camp. Our staff are not qualified to administer anaphylactic injections. Customers must call Super Sports Camps on 0408 495 766 before finalising booking to discuss your child's medical condition/allergy.

By booking your child into our camp you are agreeing to allow our staff to act on your behalf should your child require medical attention and release Super Sports Camps of any liability for injury incurred to your child at the camp.

INJURY/MEDICAL ATTENTION POLICY

Super Sports Camps cannot be held liable for any injury incurred by children attending our camp. By booking your child into a camp, you authorise our staff to act should your child require medical attention.

SUPER SPORTS CAMPS TERMS AND CONDITIONS

PHOTOGRAPH/VIDEO POLICY

Super Sports Camps can use photographs and videos taken at our camps for promotional purposes.

CANCELLATION POLICY

Should your child not be able to attend our camp and you notify us within two weeks of the event taking place you will qualify for a full refund. If you cancel within two weeks of the event, you will qualify for a voucher valid for 12 months to be used at future camps we stage.

WET WEATHER POLICY

In the event of wet weather, all parents will be emailed by 8 am if there is a need to cancel the camp for the day. Where possible we take our camp to an indoor location. Parents are notified the morning of the event or during the day if players are to be moved to the indoor venue. If we cannot take our camp indoors, our staff will supervise all children in under cover shelter provided at the venue of the camp until the wet weather clears. Then, the coaching program will continue as planned. Of course, our coaches will implement a range of strategies and procedures, in accordance with our risk management plan, to maximise the safety and wellbeing of all attendees. If we cannot work around wet weather issues during the day we will contact parents to notify them of the need to collect their children as a last resort.

REFUND POLICY

If the camp is cancelled due to wet weather, you will be issued with a credit to our next camp only. Refunds are not available. Credits not used at a camp within 12 months of issue are forfeited. If two hours of play occurs before a day at our camp is cancelled due to wet weather, a full credit applies for that day. If more than two hours of play occurs before our camp is cancelled, no refund is given.

SICKNESS CANCELLATION POLICY

No refunds are given to players who cannot attend due to illness. Instead, a full credit is applied for a future camp. If this credit is not used within a 12 month period from the date of illness, then the credit is forfeited. If parents wish to receive a refund, we need to have a medical certificate emailed to us to receive a refund. Email the medical certificate to luke@supersportscamps.com.au