



SCHOOL HOLIDAY SPORTS CAMPS FREQUENTLY ASKED QUESTIONS

What time does the camp start and finish each day?

The coaching program begins at 9.00 am and concludes promptly at 3.00 pm. We offer free childcare from 8.30 am each day.

What age groups can attend the camp?

6-14 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.

How is a typical day at our camp structured?

For more information on this, please visit our website and select the specific camp you are interested in e.g. cricket camp.

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

Our coaches will do their best to ensure friends/siblings are grouped together. However, this is not always possible. Our priority is to have children grouped according to ability levels and our internal coach to player ratio protocols. We are committed to our standards because doing so allows us to maximise learning, fair play, and participation for all attendees. So, because of the standards that we have in place, it isn't always possible to place friends and siblings in the same group. Please note that children will have opportunities to socialise with their friends and siblings during recess and lunch times, just like they would on a typical day at school.

Who is responsible for drop off and pick up each day?

Our camps are day camps, not night camps. Therefore, parents/guardians are responsible for dropping children off and picking their children up each day of the camp.

Can my child be dropped off or picked up by a relative or a friend of mine?

Yes – parents are free to make any arrangements they deem appropriate with regards to dropping their children off and collecting children from our camps.

What happens if I can't get my child to the camp by 9.00 am?

Our coaches will welcome your child when they arrive, whatever time that may be. Please contact us on 0408 495 766 to alert us to the fact your child will be arriving late.

What happens if I cannot collect my child on time at 3.00 pm from the camp?

If you are aware that you cannot make the 3.00 pm pick up, it is your responsibility to organize alternative collection arrangements. But, in the unexpected event that you are running late and cannot make the 3.00 pm pick up, our coaching team will remain with your child until they are collected by you or a relative/guardian. Despite the fact your child becomes your responsibility post 3.00 pm, we understand that we have a duty of care to look after your child until they are collected by you or a guardian. Parents that are 30 minutes of more late will run the risk of being charged an extra \$60.

Can I book for one day only?

Yes. If your child enjoys their experience and wishes to book for further days at our camp, parents can go ahead and do so on our website.

What happens if it rains?

Where possible we take our camps to an indoor location. Parents are notified the morning of the event 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.

What happens if it is very hot?

Our coaches adopt a variety of strategies to manage the well-being and health of children during periods of hot weather. For example, we reduce the time periods children spend in the sun utilizing areas of shade for rest breaks between activities. We also afford children extra hydration breaks e.g. drink breaks are taken during and at the end of each activity. On top of this, we remind children to re-apply sun cream and to wear a hat on various occasions throughout a typical day. If children appear to be experiencing ill-effects associated with heat, then our coaches will contact parents to arrange an early pick up and/or emergency services where necessary.

How do you manage my child if it is very cold?

It is the responsibility of parents to dress their children appropriately during periods of cold weather. It is also the responsibility of parents to pack their children with extra warm clothing when attending a day at camp where the weather is expected to be cold.

Who applies sun cream on my child?

Please ensure this is applied in the morning before arrival at the camp. Our staff will regularly 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.

What happens when my child needs to go to the toilet?

Our coaches adopt two strategies regarding toilet usage. First of all, our coaches supervise children if they need to go to the toilet. This involves coaches checking the safety of toilets before allowing children to enter. Coaches wait outside the toilet block until all children have finished up using the toilet. Also, we get children to use the toilet with at least one buddy. We remind children to respect each other's privacy when going to the toilet.

What clothes should my children wear?

- 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

What equipment should my children 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.

Do you supply food and drinks?

Super Sports Camps do not provide or supply any food for children at our camps. We do ensure children re-fill their water bottles throughout the day using bubblers and taps supplied at the locations of our camps.

What food and drinks should I pack for my children to eat at recess and lunch?

- Healthy balanced recess and lunch e.g. food you would pack for a regular school day.
- 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.

Should my children avoid bringing any particular items?

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

What happens if a day of camp is cancelled due to wet weather?

If a day of 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.

What happens if my child is too sick or injured to attend after I have made a booking?

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.

What is your policy on lost property?

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.

What is your 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.

Do you have an 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.

What's your photograph/video policy?

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

Do you have a cancellation policy?

Should your child not be able to attend our camp for whatever reason 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.