



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/or 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 15 minutes late, or longer, will be invoiced a after camp care fee of \$50.

Does my child have to attend all days of the camp?

Yes. Our multi day camps (e.g. 2 day AFL Camp) deliver a multi day curriculum for all attendees. If your child can only attend one day of the camp, this is acceptable. However, you will be charged the full camp rate. There are no one day rates.

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:

- Children will be instructed to wear a hat whenever in the sun.
- Children will be given various opportunities to reapply sun cream.
- Children will be given regular opportunities to rehydrate throughout the day and spend time in the many shaded parts of the ground between sessions and during meal breaks.
- The timing of the coaching program will be adjusted to ensure players get to rehydrate and get some time in the shade e.g. one session typically lasts for 40 minutes, but warm weather would see this session shortened to 30-35 minutes.
- Coaches would have conversations with players about warm weather safety to encourage them to be aware of the signs of heat distress e.g. dizziness, disorientation, nausea, shortness of breath. Coaches will remind players that if any of these symptoms arise that they inform their coach and their coach will provide them the necessary assistance required.
- Coaches will help players cool down throughout the day by reminding them to apply water to their face/neck during rest breaks.
- On some occasions, decisions are made to end the daily finish time at 2.00 pm instead of the regular finish time of 3.00 pm. The decision to adjust the finish time would be communicated to parents via email.

How do you manage poor air quality?

Our first priority is the safety and wellbeing of your children and our staff. That is why we won't be putting the health of your children or our employees at risk in the event of poor air quality. In terms of how we manage this type of air quality issues, we apply advice on air quality from experts like the NSW Department of Planning, Industry and Environment. Their website provides current and forecast air quality alerts, and management tips, which we would implement where and when it would be appropriate to do so. Click [here](#) to access the latest advice offered by the NSW Department of Planning, Industry and Environment. Furthermore, we seek and undertake the advice provided by NSW Health to protect the health of our attendees and coaches from impediments to air quality such as bushfire smoke pollutants. You can click [here](#) to view this advice.

What risk management is conducted to manage public health issues that may be affecting the community such as the COVID-19 virus?

Essentially, we apply the advice surrounding current public health issues offered Federal Department of Health and NSW Health. You can click [here](#) to access the public health advice provided by the Federal Department of Health. Click [here](#) to view the advice of NSW Health on current public health matters.

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 strategies utilized in primary schools. The first strategy is active supervision. This involves coaches checking the safety of toilets before allowing children to enter. Coaches wait outside the toilet block until all children have finished in the toilet. Secondly, we build in recess and lunch breaks in our daily curriculum. This affords children the time they need to access the toilet facilities at our camp. Also, this strategy prevents children from missing out on the curriculum being delivered.

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?

- Unnecessary sums of money (anything above \$10 – children are not permitted to buy food/drinks during camp hours)
- Electronic devices like mobile phones (unless the phone is used to communicate with parents or manage medical issues)

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

If an entire day of camp is cancelled due to wet weather, you will be issued with refund for that day. The amount refunded will be equal to the average 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.

Do I receive a refund if my child is too sick or injured to attend camp?

No refunds are given for children who have booked but cannot attend due to illness/injury. 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.

Do I receive a refund if my child can no longer attend camp due to unforeseen issues such as change of family plans and/or travel restrictions placed on the community?

No refunds are given for each child if they cannot attend camp due to unforeseen issues. 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.

Why don't you issue refunds for cancelled bookings?

We do not provide refunds of any type because we have operational costs to cover. Our operational costs are based on our camp bookings. We do not receive refunds/discounts if/when our original booking numbers change due to booking cancellations by customers.

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. Where possible, we can facilitate the return of lost property to customers. 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/medial 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.