



## Sports Birthday Parties and Corporate/Family Event Parties Frequently Asked Questions and Answers

### **Purpose of the FAQ and answers document**

No question is a silly one! We receive all sorts of enquires from our customers. To help your decision making, we have tried to compile an extensive FAQ and answers document. If the question you have is not on this document, reach out to us and we will happily help!

### **I would like to make a birthday party booking. Could you give me a brief run down of how your sports parties work?**

Our coach would arrive 15-30 minutes before the start time to meet you and set up games and activities. They bring all the professional sports equipment.

To start the party off, the coach holds a short team meeting where they explain the party plans and expectations to the kids to make the event a memorable one for the child celebrating their birthday.

Following this, the children will participate in various activities. Each activity runs for between 20-25 minutes. For example, if you wanted us to deliver a 1.5 hour multi sports themed party, the first activity could be a game of soccer followed by a game of touch footy and a bunch of athletics carnival activities like dodgeball and tug of war. Or, you could tell us what sports you want to be played and we can organise for these to be delivered.

At the end of each activity, the children will get the chance to have a drink and some snacks that you may decide to provide.

About 5 minutes before the agreed finish time, the coach will wrap up with brief team meeting involving the offering of praise to stand out performers and to hand a present to the birthday child. At this point, you can take a group photo of the kids for memory sake and then you can do cake and gifts. The coach would depart at the agreed finish time.

### **What is the role of the coach at the birthday party?**

The coach will place children into teams, provide necessary game related and safety instructions as well as act as the referee. On top of this, the coach acts as a teacher providing feedback, praise and directions to children requiring support and assistance. Our coach can also administer minor first aid such as issuing players with antiseptic cream and plastic strips for protecting cuts and scrapped knees or elbows.

### **Could you advise what is covered in the price of your birthday party service?**

- Set up/pack down time
- A professional coach who has 10 + years of sports coaching and classroom teaching, working with children licensed, public liability insured, and has a post graduate university degree in education.
- Professional sporting equipment is supplied and utilised by the coach.
- Structured program of activities designed to meet the needs of children of all abilities and experience levels.
- Children management is conducted by the coach to maximise participation and engagement for all children in attendance.
- Variety and customisation eg the coach can make changes to the planned program based on observations of children engagement and/or feedback from birthday party child and parents.
- Minimal parent supervision required as the coach is fully equipped to care for the children for the duration of the program

### **How do I make a booking and payment?**

First of all, we will need to send you a confirmation of our availability. Once you receive that in writing via email, all bookings are to be made online. You will need to visit our booking site [www.bookeo.com/supersportscamps](http://www.bookeo.com/supersportscamps) and select the desired birthday party time package you are after. As for payment, customers are required to make a full 100% payment using their debit/credit card on our booking site. We use a reputable payment platform provider called Stripe.

### **Please give me some details about your coaches e.g. qualifications.**

All of our coaches are insured, qualified, trained, working with children licensed, and have extensive backgrounds in teaching and sports coaching.

### **I live in Sydney. What suburbs do you run sports birthday parties at in Sydney?**

As we are mobile, we have the capacity to deliver children's entertainment and sports parties Sydney-wide. For example, our Sydney-based children's entertainers facilitate kid's sports birthday parties in the Eastern Suburbs, Inner West, Hills District, Northern Beaches, North Shore, St George District (Oatley, Connells Point, Kyle Bay, Peakhurst, and surrounding suburbs), and Sutherland Shire.

**I am not sure if I should hold the party in a park, indoor venue, or my backyard. Where do you deliver parties?**

We come directly to a location of your choosing. Whether that is a local park, your backyard or something completely different, it's totally up to you. We can make things work just the way you want.

**What size backyard, park or oval do you require to hold the party?**

We can deliver parties in backyards, parks or ovals that are at least 10 m x 10 m in size.

**Can I book an indoor venue to hold the party? Would you be able to do this for me?**

Yes, indoor venues can be used to hold the birthday party. You can book the indoor venue or we can book it for you. We have used several indoor venues in Sydney and can give you recommendations on appropriate sites. The cost of the indoor venue is your responsibility. If we book one for you, we will invoice you the amount owing.

**My husband and I want to know who supervises the children during the party. Are parents required to support the coach to supervise the kids?**

Supervision of the children can be left completely to our coaching staff. Our coaches are trained professionals with working with children clearance. Parents do not need to support the coaches and they do not need to supervise the children whilst we are delivering the party. But, if you would like to supervise or offer support, we would be more than happy to take you up on that!

**Do I receive a refund if I decide to cancel the birthday party?**

Yes, customers receive a full refund if they decide to cancel the birthday party so long as the notification is no less than 2 hours before the agreed start time.

**What happens if COVID-19 lockdown restrictions are imposed on the date we have our birthday party booked?**

You can request a full 100% refund or you can reschedule the birthday party to another day in the future that suits you and your child.

**What happens if it rains during the birthday party?**

The party program will be implemented as planned during periods of wet weather/rain. Our staff will implement our risk management plan to minimize the chances of injury to children during periods of wet weather. But, our staff are not responsible for the condition of the location following periods of wet weather or any of injuries that arise due to wet weather.

**Am I entitled to a refund if it rains during the birthday party?**

If wet weather arises during the party, customers will not be entitled to a refund.

**What types of sports parties do you deliver?**

- Multi sports
- Cricket
- Soccer
- Rugby league
- Rugby union
- Netball
- Basketball
- AFL

**What is your most popular sports party option and how does it work?**

Our multi sports party option is the most popular option. This is designed for sporty and active boys and girls aged 6-13 years. The Multi Sports Birthday Party service is ideal for kids who enjoy a structured playing environment and playing various team sports and games. We can play 3-4 different types of sports for example a game of soccer, AFL, cricket and touch footy. Or, you can choose which sports you would like our coach to facilitate.

**I need help in selecting a venue for my child's birthday party but I am not sure how to do this. Can you help me?**

Yes, we can provide you with suggestions of appropriate venues in or nearby your preferred suburb where you want to hold the party. We can also organise the booking of a venue including payment. You will then receive an invoice from us for the fees of the venue you have agreed for us to book for the party.

**I am stretched for time and I am not an expert in organising events. I would like you to do this for me. Do offer pre party assistance?**

We can provide suggestions for and/or make bookings of appropriate venues if required. Please contact us if you need our help in organising any aspect of your party.

**Is there a gift for the birthday child and trophies for the children who attend?**

We provide a birthday gift to the birthday child but we do not provide trophies to the children who attend the party.

**What age groups do you run sports birthday parties for?**

We run birthday parties for boys and girls aged 6-13 years of age. That means, if your child is currently 5 but turning 6, we can stage a birthday party for them. If your child is 12 turning 13, we can run a birthday party for them too.

**Who supplies the sports equipment?**

We provide all of the sports equipment required to run the birthday party. Of course, if your child has a favourite ball, bat or any other piece of sports equipment, they are more than welcome to bring that along with them.

**Who is responsible for food and drinks at the sports birthday party?**

Parents are responsible for sourcing and supplying food and drinks for birthday parties. Our role is to provide the entertainment and to manage the wellbeing and the behaviour of children in attendance for the duration of our program.

**My son and his best friend want to have a joint birthday party. Do you deliver joint birthday parties?**

Yes we do offer joint birthday parties. The maximum number of children we can cater for would be 20. This includes the 2 birthday party children.

**What is the minimum and maximum number of children that can attend?**

There are no minimum numbers of children that can attend. The maximum number of children that can attend a 8-13 year old party is 20 children. The maximum number of children that can attend a 6-7 year old party is 12-15 children. If you want more than the maximum number of children to attend the party, there is an extra cost associated with this.

**How many coaches deliver a birthday party?**

One coach delivers a party for between 1-20 children. If more than 20 children are expected to attend, you need to notify us of this. We can have two coaches deliver a party for more than 20 children but there is an extra cost for the second coach.

**What clothes should children attending the sports birthday party 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

**Who supplies and applies sun cream for the children?**

Please ensure sun cream is supplied for and applied on all children before the party. On particularly sunny/warm days, our staff will remind children to reapply sun cream during the party. Our staff are not responsible for supplying or applying sun cream on children nor will they assist children to apply sun cream.

**What is your injury/medical attention policy?**

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

**Do you take photographs or videos of children at your birthday party event?**

Super Sports Camps can use photographs and videos taken at our corporate parties for promotional purposes such as on our website and social media channels. Please inform us if you do not agree to us taking photos of the children in attendance.