

Sportacus

Frequently Asked Questions (FAQs)

Terms & Conditions of Booking

Welcome!

Thank you for choosing Sportacus.

Whether your child is joining us for Wrap Around Care, an Extra Curricular Club or one of our School Holiday Camps, we're committed to providing a safe, active and enjoyable experience.

We've answered the questions we're asked most often to help make booking with Sportacus as simple as possible. By making a booking with Sportacus Coaching Ltd, you agree to these Terms & Conditions.

Section 1 – Bookings & Payments

How do I make a booking?

All bookings must be made through the Sportacus online booking system.

To help us provide a safe, well-organised and enjoyable service for every child, all children must have a confirmed booking before attending. Unfortunately, we're unable to accept children who arrive without a booking.

Places are allocated on a first come, first served basis and remain subject to availability.

When do I need to pay?

Wrap Around Care

Payment is due when your booking is made unless you're paying using Childcare Vouchers or HMRC Tax-Free Childcare. Your child's place is confirmed once payment has been received or another payment arrangement has been agreed.

Extra Curricular Clubs

Payment for the full club block or term is required before the first session takes place. This allows us to confirm staffing, resources and venue arrangements before the club begins.

School Holiday Camps

Payment is due when your booking is made unless you're paying using Childcare Vouchers or HMRC Tax-Free Childcare. Your child's place is confirmed once payment has been received or another payment arrangement has been agreed.

Do you accept Childcare Vouchers and Tax-Free Childcare?

Yes.

We accept a wide range of Childcare Voucher providers, as well as HMRC Tax-Free Childcare.

Please allow plenty of time for payments to reach us, particularly during busy periods. Bookings are only confirmed once payment has been received or another payment arrangement has been agreed.

Any balance not covered by Childcare Vouchers or Tax-Free Childcare remains the responsibility of the parent or carer.

Can I cancel my booking?

Wrap Around Care

If you wish to cancel future booked sessions, we ask for at least 14 days' written notice.

Where sufficient notice is provided, we'll apply Sportacus account credit to your booking account, which can be used towards future Sportacus services.

As places are reserved specifically for each child, refunds are not normally available.

Extra Curricular Clubs

Our Extra Curricular Clubs are booked as a complete term or block.

Once three club sessions have taken place, we're unable to offer refunds, credits or transfers for the remaining sessions. This is because staffing, venues and resources have already been planned and committed for the duration of the club.

School Holiday Camps

School Holiday Camp bookings are non-refundable and non-transferable.

Our camps require significant planning in advance, including staffing, venue hire, activity resources and equipment based on confirmed booking numbers. For this reason, we're unable to offer refunds, credits or transfers if your child is unable to attend.

In exceptional circumstances, Sportacus may consider alternative arrangements at its discretion. Any decision made does not create a precedent for future bookings.

Can I swap or change my booked sessions?

Wrap Around Care

Once sessions have been booked, they cannot normally be swapped or exchanged for alternative days. This helps us safely manage staffing levels and maintain appropriate child-to-adult ratios.

Extra Curricular Clubs

As club places are reserved for the full duration of each term or block, we're unable to swap sessions, transfer bookings to another club or move missed sessions to a future term.

School Holiday Camps

Camp places are reserved specifically for your child, and staffing levels are planned well in advance. Unfortunately, we're unable to swap booked camp days or transfer bookings to alternative dates or future holiday programmes.

What happens if my child can't attend?

If your child is unable to attend because of illness, holidays, school trips or any other reason, please let us know as soon as possible.

As places and staffing have already been allocated, we're unable to offer refunds, replacement sessions or credits for missed sessions unless otherwise stated within these Terms & Conditions.

Do I need to let Sportacus know if my child won't be attending?

Yes, please.

Even if you've informed your child's school, we kindly ask that you also let Sportacus know. Schools do not routinely pass absence information to us.

If a child does not arrive for a booked session and we haven't been informed of their absence, we'll begin our safeguarding procedures to establish their whereabouts and ensure they are safe.

What happens if I haven't paid my fees?

We kindly ask that all fees are paid by the relevant payment deadline.

If payment hasn't been received, we may need to temporarily suspend future bookings until the outstanding balance has been settled.

Where balances remain unpaid for an extended period, Sportacus reserves the right to recover outstanding fees through appropriate means.

If you're experiencing difficulties with payment, please contact us as soon as possible. We're always happy to discuss your circumstances and, where appropriate, explore a suitable solution.

Can exceptions ever be made?

We understand that unexpected situations can sometimes arise.

In exceptional circumstances, Sportacus may, at its discretion, consider alternative arrangements or account credits that fall outside these Terms & Conditions.

Each request is considered individually and any decision made does not create a precedent for future bookings.

Section 2 – Attendance & Collection

What happens if school closes unexpectedly?

Occasionally, schools may need to close unexpectedly due to circumstances beyond anyone's control, such as severe weather, utility failures, industrial action, public health incidents or other emergency situations.

Where Sportacus has already committed staffing and operational costs, we're normally unable to offer refunds or credits for affected sessions.

Where possible, we may be able to offer an alternative provision or account credit, although this cannot be guaranteed and will always be at Sportacus' discretion.

If an alternative arrangement is available, we'll communicate this with families as soon as possible.

What happens if Sportacus has to cancel a session?

Although cancellations are very rare, there may occasionally be circumstances where Sportacus needs to cancel a session.

If this happens due to reasons within our control, we'll always aim to offer one of the following:

- A replacement session
- Sportacus account credit
- A refund

The most appropriate option will depend on the service and the circumstances surrounding the cancellation.

Who can collect my child?

Extra Curricular Clubs

Children will be dismissed in accordance with the collection arrangements agreed with the school.

All Sportacus Services

Children will only be released to a parent, carer or authorised adult named on your booking or registration details.

If someone different is collecting your child, please let us know in advance and provide their full name.

Where the collecting adult is not known to Sportacus staff, they'll be asked to provide your agreed collection password before your child can be released.

If the correct password cannot be provided, we'll contact the parent or carer to verify the collection arrangements before releasing the child.

These procedures are in place to safeguard every child in our care.

What happens if I'm running late?

We understand that delays can occasionally happen.

If you're running late, please contact Sportacus as soon as possible so that we can reassure your child and make any necessary arrangements.

Late collection charges may apply in accordance with our Terms & Conditions.

If we're unable to contact you or any of your emergency contacts within a reasonable period, we'll follow our Late Collection and Uncollected Child Procedures, which may include contacting Children's Social Care and/or the Police where necessary to ensure your child's safety.

What are your late collection charges?

Our session finish times allow our staff to safely hand children back to their families before preparing for their next commitments.

To help us manage this fairly, the following late collection charges apply across all Sportacus services:

- £10 if your child is collected up to 10 minutes after the session has finished.
- A further £10 for every additional 20-minute period (or part thereof).

These charges help cover the additional staffing costs incurred when sessions overrun.

What happens if my child hasn't been collected?

Your child's safety will always be our priority.

If your child hasn't been collected at the end of their booked session, we'll continue to supervise them while attempting to contact you and all authorised emergency contacts.

If we're unable to make contact after reasonable attempts, we'll follow our safeguarding procedures, which may include contacting Children's Social Care and/or the Police to ensure your child's welfare.

We sincerely hope this situation never arises, but these procedures are in place to protect every child in our care.

Do I need to keep my contact details up to date?

Yes, please.

It's really important that we always have your current mobile number, email address and emergency contact details.

If any of your details change during the year, please update them through your booking account or let us know as soon as possible.

Keeping this information up to date helps us contact you quickly should we ever need to.

What if my child's collection arrangements change?

If someone different is collecting your child, please let us know before the end of the session whenever possible.

We'll ask anyone unfamiliar to Sportacus staff to provide your collection password and may also request photo identification before releasing your child.

These checks are an important part of our safeguarding procedures and help us ensure every child goes home safely.

What if my child usually walks home independently?

Some schools allow older children to walk home independently following an Extra Curricular Club.

Where this arrangement is permitted, we must have written confirmation from a parent or carer and, where required, approval from the school.

Without the appropriate permissions, we'll continue to supervise your child until they're collected by an authorised adult.

Why do you use collection passwords?

Collection passwords provide an additional layer of safeguarding for all children attending Sportacus.

They help us verify the identity of adults who aren't personally known to our staff and ensure children are only released to authorised individuals.

We appreciate your understanding and support in helping us keep every child safe.

Section 3 – Health, Safety & Behaviour

What medical information do you need?

When making a booking, we ask that you provide accurate and up-to-date information about your child.

This includes:

- Medical conditions
- Allergies
- Dietary requirements
- Medications
- Additional support needs
- Emergency contact details

Providing this information allows our team to care for your child safely and respond appropriately should they become unwell or require medical assistance.

If your child's medical needs or emergency contact details change during the year, please update your booking account or let us know as soon as possible.

Can my child attend if they are unwell?

If your child is unwell, we kindly ask that they remain at home until they are well enough to participate in the day's activities.

Children who become unwell during a Sportacus session will be cared for by a member of staff while we contact a parent or emergency contact to arrange collection.

Where appropriate, we may ask that your child is collected as soon as reasonably possible to ensure their comfort and wellbeing.

Can Sportacus administer medication?

Where possible, we will support children who require prescribed medication during a session.

Parents or carers must discuss any medication requirements with Sportacus before their child attends and complete any required consent forms.

Medication must:

- Be prescribed to the child.
- Be provided in its original packaging.
- Clearly display the child's name and dosage instructions.
- Be handed directly to a member of Sportacus staff.

Unfortunately, we're unable to administer medication unless the appropriate information and consent have been provided in advance.

What happens if my child has an accident?

Despite our best efforts to provide a safe environment, minor accidents can occasionally happen during active play.

All Sportacus staff are trained to respond appropriately and provide first aid where required.

If your child receives first aid during a session, this will be recorded in our accident records and you'll be informed when you collect your child or contacted sooner if the injury requires immediate attention.

In the event of a serious accident or medical emergency, we'll seek emergency medical assistance immediately and contact you using the emergency details you've provided.

How do you keep children safe?

Keeping children safe is at the heart of everything we do.

Our staff are appropriately trained and follow robust safeguarding procedures at every session.

These include:

- Safe recruitment procedures.
- Enhanced DBS checks.
- Appropriate first aid provision.
- Regular safeguarding training.
- Secure registration and collection procedures.
- Appropriate staff-to-child ratios.
- Risk assessments for activities and venues.

If we ever have concerns about a child's safety or welfare, we're legally required to follow our Safeguarding Policy and, where appropriate, share concerns with relevant agencies.

What behaviour do you expect from children?

We want every child to enjoy their time with Sportacus in a safe, positive and inclusive environment.

We encourage all children to:

- Treat others with kindness and respect.
- Listen to staff instructions.

- Include others in activities.
- Take care of equipment and facilities.
- Try their best and have fun.

Our coaches focus on positive encouragement, praise and helping children develop confidence, resilience and teamwork.

What happens if my child's behaviour becomes unsafe?

We understand that children occasionally have disagreements or need additional support.

Where behaviour falls below our expectations, our staff will always work positively with the child to help them understand appropriate behaviour and make better choices.

If a child's behaviour repeatedly places themselves, other children or staff at risk, we'll contact parents or carers to discuss the situation and work together to agree appropriate support strategies.

In rare cases where it isn't possible to safely manage a child's behaviour within our setting, Sportacus reserves the right to suspend or withdraw their place. This decision is never taken lightly and will usually only be considered after other reasonable strategies have been explored.

What should my child wear?

Children should arrive wearing comfortable clothing and suitable footwear for the activities they'll be taking part in.

As many of our sessions involve physical activity, we recommend clothing that allows children to move freely and safely.

For outdoor sessions, please also consider the weather by providing suitable coats, waterproofs, hats or sun protection where appropriate.

What should my child bring?

School Holiday Camps

Children attending our School Holiday Camps should bring:

- A packed lunch.
- Healthy snacks.
- A refillable water bottle.
- Suitable clothing and footwear for the weather.
- Sun hat and sunscreen during warmer weather.

- A change of clothes for younger children where appropriate.

Please do not send fizzy drinks, energy drinks or products containing nuts.

Wrap Around Care and Extra Curricular Clubs

Unless advised otherwise, children only need suitable clothing, appropriate footwear and a refillable water bottle.

Can my child bring valuables or mobile phones?

We recommend that children do not bring valuables, toys, large amounts of money or electronic devices to Sportacus sessions unless absolutely necessary.

Where children bring mobile phones or smart watches, these should remain switched off and stored safely during the session unless needed in an emergency or agreed in advance.

Sportacus cannot accept responsibility for loss or damage to personal belongings.

Is Sportacus responsible for lost property?

We'll always do our very best to reunite children with any items left behind.

Any lost property found at our sessions will be stored for a reasonable period before being disposed of or donated if unclaimed.

To help us return belongings quickly, we recommend clearly labelling clothing, lunch boxes, water bottles and other personal items with your child's name.

Whilst every care is taken, Sportacus cannot accept responsibility for personal belongings that are lost, damaged or stolen during our sessions.

Section 4 – General Information

What happens if the weather is bad?

We do everything we can to ensure our sessions go ahead as planned.

Where weather conditions make outdoor activities unsuitable or unsafe, we'll adapt our programme to include alternative indoor activities where possible. This may include team games, arts and crafts, quizzes, problem-solving challenges and other age-appropriate activities.

The safety of the children in our care will always be our priority.

Will my child be active throughout the session?

Absolutely!

Physical activity is at the heart of everything we do. Our sessions are designed to encourage children to be active, build confidence, make friends and develop new skills.

Where appropriate, we'll also balance active sessions with quieter activities, creative challenges and opportunities to rest and rehydrate.

Can my child choose not to take part in an activity?

Yes.

We always encourage children to join in and try new activities, but we understand that there may be times when a child needs a short break or doesn't feel confident taking part.

Our staff will always encourage participation in a positive and supportive way while ensuring children remain safely supervised.

Do you provide food and drinks?

Wrap Around Care

Where food is included within your provision, details will be shared by your school or on your booking page.

Children should always bring a clearly named refillable water bottle.

Extra Curricular Clubs

Children should bring a refillable water bottle where appropriate for the activity.

School Holiday Camps

Children should bring:

- A packed lunch
- Healthy snacks
- A refillable water bottle

Please do not send products containing nuts, fizzy drinks or energy drinks.

Can my child attend if they have additional needs?

Sportacus is committed to providing an inclusive environment wherever reasonably possible.

We encourage parents and carers to discuss any additional needs, medical conditions or support requirements with us before booking so we can consider how best to support your child.

Some services may have limitations depending on staffing levels, facilities or the level of support required. Where we're unable to safely meet a child's individual needs, we'll always explain this openly and work with families to explore alternative options where possible.

Do you take photographs during sessions?

From time to time, Sportacus may take photographs or videos to celebrate activities and share the fantastic experiences children enjoy with us.

Images will only be used where the appropriate permissions have been provided by a parent or carer.

Children without media consent will never be intentionally photographed for promotional purposes.

How is my personal information used?

Sportacus takes your privacy seriously.

The information you provide is used to safely deliver our services, communicate with families and meet our legal and safeguarding responsibilities.

Your information will always be handled in accordance with UK data protection legislation and our Privacy Policy.

How do I make a complaint?

We always aim to provide the highest possible standard of service.

If something hasn't met your expectations, we'd really appreciate the opportunity to put things right.

In the first instance, please contact us directly so we can investigate your concerns and work towards a positive resolution.

Complaints are managed in accordance with our Complaints Policy.

Can these Terms & Conditions change?

From time to time we may update these Frequently Asked Questions and Terms & Conditions to reflect changes in legislation, safeguarding guidance or the way we operate our services.

The latest version will always be available through our website and booking platform.

By continuing to use Sportacus services after any updates have been published, you agree to the revised Terms & Conditions.

What happens in exceptional circumstances?

We understand that every family's circumstances are different and that unexpected situations can sometimes arise.

Where appropriate, Sportacus may consider requests that fall outside these Terms & Conditions on a case-by-case basis.

Any decision made will be entirely at Sportacus' discretion and will not create a precedent for future bookings.

Is there anything else I should know?

By making a booking with Sportacus Coaching Ltd, you confirm that you've read and accepted these Frequently Asked Questions and Terms & Conditions.

Our policies are designed to ensure that every child can enjoy a safe, fun and positive experience while allowing our team to deliver high-quality services for all families.

If you ever have any questions, please don't hesitate to get in touch. We're always happy to help.

Contact Us

Sportacus Coaching Ltd

Email: info@sportacus.co.uk

Telephone: 07897 932884

Website: www.sportacus.co.uk

Thank you for choosing Sportacus. We look forward to welcoming your child to one of our sessions soon!