



# HOPE PARK SPORTS

AT LIVERPOOL HOPE UNIVERSITY

KIDS'

SPORTS CAMP

## Kids Sports Camp FAQ's

### Registration, arrival and collection of children

#### How do I register my child on to the camp?

The registration process is through the University's Online Store, no applications can be made directly at Hope Park Sports.

#### How does the pre-payment for weekly blocks work?

The option to pay in weekly blocks will close on the Sunday, at 10.00pm, before the week of camp. After this time, you will only be able to pay for individual days.

#### How does the pre-payment for individual days work?

The option to pay for individual days will close at 10.00pm the day before.

#### Can I bring my child along and pay on the day?

No. All registration and payments must be made prior to attending the camp.

#### What times can I drop my child off in the morning?

The earliest time you can drop your child off is 8.15am, registration will be at 10.00am.

#### What time can I collect my child?

The latest time for collection is 5.15pm.

#### Is there an option for a later collection time?

No. The latest you can collect your child will be 5.15pm.

#### Can I pay for half days?

No. Half days are not available for this camp.

#### Can my child come along if they are under 5 or over 13 years old?

No. Hope Park Sports is insured for all activities carried out within the guidelines set out by our authorised insurance group. We are not insured for children under the age of 5.

### Refunds

#### Can I get a refund?

No. The sports camp is non-refundable.

### Personal Belongings

#### What should my child bring with them?

We advise that children bring only what will be needed for the day. i.e. lunch, a refillable water bottle, any medication (to be declared to HPS staff) a jacket/jumper, a cap, sun cream – please note children must apply their own sun cream.

#### Can my child bring their mobile phone/iPad etc?

We advise against allowing your child to bring anything valuable to the camp. If your child does bring any form of technology, they will be asked to leave it in a locker (£1 refundable) whilst the camp is on.

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## Child Protection

### **Is there a Child Protection Policy in place?**

Yes. Hope Park Sports have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. If this occurs, the Child Protection Policy will be followed, with the relevant Child Protection Authority informed.

## Complaints

### **What do I do if I have a complaint?**

Inform the Sport, Fitness and Development Manager – Michelle Gilmurray – of any concerns you have. All complaints must be made in writing.

**Terms & Conditions will apply.**