1. **General**
   1. **Hope Park Sports reserves the right to cancel part or the whole programme with all payments refunded.**
   2. **Hope Park Sports reserves the right to exclude or refuse any person any time, whose behaviour puts them or others at risk.**
2. **Online Registration and Booking System**
   1. All registrations are taken via Liverpool Hope University online store. <https://store.hope.ac.uk/>
   2. The registration and booking process must be completed in full prior to the child attending the camp.
3. **Payments and Refunds**
   1. Full payment is required prior to all sessions.
   2. Bookings made on the sports camps will be non-refundable.
4. **Medical Information**
   1. All medical details for the child must be provided during the online registration process.
   2. Staff must be made aware of any medical condition which may develop during the duration of the camp.
   3. A Declaration of Administering Medication form must be completed for any child who requires medicine during their time at the camp
      1. All medical items must contain a label with the child’s name on. (i.e. Epi-pen., inhaler).
      2. Sun cream and appropriate clothing to protect the child from heat should be worn at all times when necessary. Staff can not apply sun cream to a child.
5. **Food & Drink**
   1. Children should bring a packed lunch with them - no food will be provided.
      1. All the child’s belongings including drinks and snacks should be labelled.
      2. Children must not share food to avoid risk of allergic reaction and having food that is not appropriate for them.
   2. Children should bring enough drink to keep them hydrated at all times.
      1. Bottles must have a cap/lid and not be made of glass.
6. **Collection Time** 
   1. The latest collection time is 5.15pm, Hope Park Sports will close the building down after this time.
   2. A signing in/out process will be in place, please always acknowledge that you have collected your child by signing them in and out.
   3. Under no circumstances are children allowed to leave the premises unless there is a direct request in writing from the parent/guardian.
7. **Non – Collection of a Child**
   1. In the event that a child is not collected, every effort will be made to find the relevant parent/guardian. We will refer to the contact details stated on the registration form and attempt to make contact. If the relevant contacts cannot be made and the time of collection has significantly passed we will then inform the local police.
8. **Lost Property/Personal Property**
   1. Children should not bring any valuable items to the activities including Mobile Phones/Electronic Games.
      1. Any such items may be taken from them until they are collected.
   2. Children are expected to look after their own property.
      1. HPS will not take responsibility of items and will not be liable if their lost.
   3. Enquiries regarding lost property should be made in the first instance to Hope Park Sports Reception.
      1. Lost property is kept for approximately 4-6 weeks after being found.
9. **Child Protection**
   1. Staff 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.
10. **Insurance**
    1. Liverpool Hope University are 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.
11. **Complaint/Grievances**
    1. Complaints from parents concerning the staff, children or the running of the activity should be passed directly to the Sport, Fitness and Development Officer in writing. [Browne1@hope.ac.uk](mailto:Browne1@hope.ac.uk)
    2. All feedback is recorded to include date and time, as well as how the complaint was dealt with and the outcome of the matter.