

## Internetball Camp Terms & Conditions

**Confirmation:** Your place on the camp will be confirmed in writing after we receive your booking form accompanied by a passport sized photograph and payment by post, via the internet or in person.

**Cancellation:** If you wish to cancel the booking you must notify us immediately in writing. Until written confirmation is received we will continue to hold your reservation. All cancellations will be acknowledged in writing. Notice given more than 30 days in advance of the camp will involve a 10% loss, more than 15 days in advance will result in 50% loss of moneys paid with less than 15 days incurring 100% loss.

**Booking:** Responsibility for the details of bookings and for payment lies with the person making the initial booking. All bookings will be confirmed in writing. If the Internetball Camp you require is fully booked you will be placed on a waiting list and informed of this in writing. In the event of a cancellation we will contact you and then your child will be booked onto the Internetball Camp. Where there is an individual player skill development focus there will be limited opportunities to place players in friendship groups, we will endeavour to meet requests but cannot guarantee this. We reserve the right to move players between groups on Internetball Camps based on the coaches' judgment.

Internetball Camp places are non-transferable. We will endeavour to accommodate any changes to booking dates, subject to availability. Any changes will be confirmed in writing and may incur an administrative cost of £10. If any major amendment is requested less than 30 days in advance of the camp, we reserve the right to treat this request as a cancellation and charge the appropriate cancellation fee.

**Payment:** All accounts must be paid in full by cheque or via internet payment in advance for a player to attend an Internetball Camp.

**Personal Property:** All of your player's personal property is your own responsibility, unless loss or damage is proven to be due to Internetball staff's negligence. If anything is missing when your player leaves please let Internetball know about it immediately and state the name of the Head Coach that ran the Internetball Camp. Expensive and treasured items such as jewellery, friendship bands, CD players, mp3 players, walkmans, mobile phones, designer clothes/shoes/trainers etc should not be brought to Internetball Camps as they are often unnecessary and inappropriate on sports activity camps. During all activity, jewellery and other similar items may not be worn; the player will not be permitted to take part unless those items are removed. Users will make use of these facilities at their own risk including the security of any keys used. It is recommended that all items brought to Internetball Camps are clearly marked with the player's name.

**Meals and snacks:** No food or drink is included in the Internetball Camp cost, players are expected to bring packed lunches and water based drinks as there may be no opportunities to purchase food.

**Incompatibility:** We reserve the right to exclude or refuse any player at any time, prior to and during the camp if, in our opinion, that player is incompatible with the general well-being of the Internetball Camp e.g. bullying, disruptive or aggressive behaviour. Any additional costs incurred such as transportation home, will be at the player's expense, and no refund will be made. Players who have fallen ill prior to an Internetball Camp should not be brought or attend so that infection is restricted. Internetball reserves the right to exclude any player for this reason.

**Programme changes:** The timetables for certain activities are subject to alteration in the event of wet weather conditions or other factors which are beyond our control. The Head Coach may choose to alter a programme due to the ability or energy levels of a group. We reserve the right to cancel a booking due to low numbers; we will offer an alternative or refund any payment.

**Negligence:** All players in our care are covered by our Public Liability Insurance therefore we accept responsibility for personal injury and for loss and damage generally, but only if caused by the proven negligence of Internetball or its employees. We do not accept responsibility for events which are outside of our direct control. These include (but not exclusively) events such as strikes, bad weather, disasters, war, acts of terrorism, quarantine or sickness etc. We reserve the right to charge a player or their parent/guardian for any damages/breakages that is deemed to have caused not as the result of an accident.

**First Aid:** In the event of an accident, first aid will be administered to players in our care, and emergency services will be called if necessary, unless advised to the contrary. Essential medication must be handed to each player's Head Coach for safe-keeping along with written instructions for any special situations. An appropriate factor sunscreen is recommended for all players during warm weather. It is advised that each player brings a water based drink in a clearly named drinks bottle as they will be involved in physical activity.

**Compensation:** In the unlikely event that a player experiences a problem or difficulty while at an Internetball Camp, the matter should be reported immediately to the Head Coach who has the authority and direct knowledge to deal with most queries and/or if he or she fails to resolve that difficulty to your satisfaction then write to Internetball within a reasonable amount of time of your player leaving camp. We may compensate, but only if both of these conditions are met.

**Arrival & Departure:** Each player will sign in and out at the start and end of the day; this will be completed by the player unless a preference for an adult/carer to sign is stated by speaking to the Head Coach on the player's first day of attendance. Players need to be collected at/by the published time. Failure to do so can result in a late collection fine of £5 per 15 minutes or part thereof.

**Photography:** Please be aware that Internetball staff may take photographs and video players in order to aid in skill analysis and development. These pictures and others may also be taken and used in brochures, advertising material and resources. Players may also like to take photographs of each other to remember their time at their Internetball Camp. Please inform Internetball at the time of booking if you have any objections.

**Data Protection:** We will use your details to mail and/or email you with future information about our services and products; you may opt out of our mailing list when booking, or afterwards at any stage.

**Parent & Player Feedback:** Internetball endeavours to provide the best possible service to our customers at all times. Please tell others if you are happy with your experiences; if you have concerns or suggestions, please tell us. We value your feedback and will use it to inform any future decisions in order to develop and improve our services. Concerns should be raised initially with your player's Head Coach or with Internetball for more serious issues.