



Terms and Conditions

All our policies can be found on our website.

Availability

Places are subject to availability – this is regularly updated online. If you would like to go on our waiting list email: Graham@apollo-sports.co.uk.

Payment

The whole cost of the camp is taken by credit or debit card when booking via our website.

The cost of a coach is hourly below two hours of hire, and above that at a discussed rate, which will be invoiced monthly.

Childcare vouchers

We currently accept a wide range of childcare vouchers. Please email Graham@apollo-sports.co.uk to enquire further about this.

Children from overseas

We welcome from outside the UK, however for safety and welfare we ask for them to have an understanding of the English language.

Cancellation charges

We have a 24-hour grace period in which you can cancel your camp place via our email address: hannah@apollo-sports.co.uk

After this period any cancellations of camp places up to seven days before camp must be received in writing with supporting medical evidence if relevant, and camp refunds are then at the discretion of Apollo Education and Sport.

There are no refunds if cancellation is requested within seven days of the beginning of camp.

Change your booking

We will change your booking at our discretion, if the requested change matches the previous hours booked, and subject to availability.

Please note if you are wanting to change the dates you have booked, this may incur additional fees.

Using offers or discount codes

We offer various discounts in the form of Early Booking Discount, Friends & Family discount, discount codes and multi-buy deals. Only one discount can be applied per booking and cannot be used in conjunction with any other discount or promotion. Promotions will only be available through email for previous campers.

Waiting lists

If the camp you require is fully booked, you will be placed on a waiting list and in the event of any cancellations we will attempt to contact you and book your child on to the camp.

Friend requests

A request can be made for friends / siblings to be together on camp. We endeavour to honour all requests, however because of strict group sizes and group ratios, we are unable to guarantee this.

Exclusions

We reserve the right to exclude or refuse any person at any time prior to and during the camp if, in our opinion, that person is incompatible with the general well-being of the camp.

We reserve the right to exclude work that does not comply with our policies and/or supports our ethos.

Disclosure

Upon booking with Apollo Sports, you must agree to disclose any necessary information to support us keeping your child safe. If any situation arises in which you have not presented the information needed, we have a full right to immediately cancel your space at camp and ask you to pick your child/children up.

This is to protect your child, staff and other children.

Disclosure could include but is not limited to:

- Special needs we need to cater for.

- Medication we need to administer; or we need to make sure the child administers.
- Previous injuries that may affect participation.
- Situations externally that may interfere with child behaviour on camp.

We are a very inclusive camp and disclosing information to us is to help us to support your child in every way possible.

Staff

Our staff are always of the highest quality and we want them to feel safe and secure whilst working with us. We do not tolerate any verbal or physical aggression towards our staff; and if this occurs it will result in an immediate dismissal of the camp place with no refund.

No nuts

As part of our camp rules, we insist on a 'no nut' rule. This is to prevent any children with an allergy from being unsafe whilst under our care. If you send your child to Apollo Sports, you agree to comply with this condition.

First Aid

We always have a paediatric first aider on camp. Sending your child to camp means you agree to let our first aider attend to your child during an emergency that requires immediate attention. Please see our first aid policy for more information.

Safeguarding

As an outstanding childcare setting, we believe safeguarding is everybody's responsibility. We have a strict safeguarding and whistleblowing policy, and if we have any reason to believe a child is in danger of abuse, we will report it through the correct channels. We also want to encourage parents to disclose any information to our safeguard lead if they have a reason to believe a child under our duty of care is in danger of abuse. Please see our safeguarding policy for more details.

Data Protection

We agree to not pass any information about you or your child to a third party, unless for a first aid emergency or safeguard concern. Please see our data protection policy to see how we keep your information secure.

Agreement

Upon booking a place with Apollo Sports you must agree to the terms and conditions before your child/children attends the camp. This is done during the booking process.

Covid-19

Due to the ongoing pandemic of Covid-19 parents must agree to follow the instructions laid out in the Covid-19 pre-camp email and they must agree to the measures in our risk assessment located on our website. If we believe a child has symptoms of Covid-19 we have the right to immediately expect a parent/guardian to come and collect them, and you will be encouraged to go and get tested. We also have the right to cancel camp places with no refund if parents or their children do not follow procedures during their time at the venue.

Uncontrollable Circumstances

In the case of a fire, flood, earthquake or pandemic, we reserve the right to cancel camp without having to find an alternative for parents. Whenever an uncontrollable circumstance arises, we always endeavour to find alternative provision, however if this is not possible, we cannot be held accountable. Full refunds will be provided if an alternative venue within 5 miles cannot be found.