



# YORKSHIRE BASKETBALL EVOLUTION

## Terms and Conditions

### 1. Bookings

Bookings made online will be confirmed by email. A booking is confirmed when we receive the appropriate deposit and / or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions.

### 2. Payments

Yorkshire Basketball Evolution accepts payment by bank transfer or in cash. We do not accept payment by cheque, credit card or PayPal.

All bookings must be paid in full at least 14 days before camp start date or your children will not be able to attend camp. In the unlikely event that you have payments outstanding 7 days before the start of camp, these bookings will be subject to cancellation. Please be aware of any outstanding balances still owing after your child has attended camp, these will be passed to a debt recovery agency.

### 3. Changing your booking

Changes to the bookings are only possible up to 7 days before the first camp date and are subject to availability. Changes have to be requested by email to [yorksbasketballevolution@gmail.com](mailto:yorksbasketballevolution@gmail.com). If the changes are possible, the amendments will be confirmed and additionally charges will need to be paid. If the changes result in reduction of fees, the difference in amount will be refunded based on the cancellation policy.

### 4. Cancellations

Cancellations made more than 30 days before the first day of the camp, will be fully refunded, minus an admin fee of £10. Cancellations made within 15 days of the first day of the camp, a 50% refund will be given. If you give us less than 15 days before the start date of the camp no refund is available.

If the event is cancelled by the Event Organizer or the Venue, a full refund will be given.

### 5. Pick-Up

All children must be collected by 17:40 (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 17:30, we ask that you message one of the camp team as soon as possible or call between 17:00 and



17:30. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £5 for every 15 minutes after 17:45 to cover the additional staffing cost. If we have no contact from a parent/guardian by 18.30, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

#### 6. Notice of Absence

If a child is not attending a scheduled day at camp, parents/guardians must telephone, message or e-mail the Camp Director(s) to allow us to update records.

#### 7. Your Child's Information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

#### 8. Illness and First Aid

Yorkshire Basketball Evolution requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Yorkshire Basketball Evolution will only administer medication if it has been prescribed by a doctor or other health professional.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Essential prescribed medication including Epipens must be handed in to the Camp Director(s) for safe-keeping.

#### 9. Child Exclusion

Yorkshire Basketball Evolution has a responsibility for ensuring the well-being and safety of all children. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.

Please refer to our Code of Conduct [Microsoft Word - Code of Conduct \(yorkshirebasketball.com\)](https://www.yorkshirebasketball.com).

On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp either for the remainder of the day (part exclusion), or for the rest of the camp (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.



## 10. Personal Property

All your child's personal property is your responsibility and Yorkshire Basketball Evolution is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Camp Director(s) who will do their best to assist you. Lost property will remain on camp until the last day of the camp and should be collected before the last day. Unclaimed lost property will be taken back to Head Office and then donated to charity. We are unable to return any items to you from Head Office.

## 11. Insurance

All children in our care are covered by our Basketball England Public Liability Insurance.

## 12. Photography / Filming

Please be aware that photographs/video footage of children at the camp will be taken for press, promotional, social media reasons. Digital photos/videos will be also shared with Parents/Guardian upon request. Framed and printed pictures will be available to purchase at the event.

Consent has been asked with the booking form, but parents/guardians can always change their decision on consent, by informing camp staff or emailing Yorkshire Basketball Evolution.

## 13. Parent Feedback / Complaints

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

If you have a concern regarding camp, this should be raised with your child's Camp Director and we will attempt to resolve the issue to your satisfaction.