

Club Sport Holiday Camps

Frequently Asked Questions

1 – How long do the days last?

At most sites our opening hours are 8:30-4:00pm as well as an extended day at selected venues from 8:30-6:00pm. Some venues may be shorter due to other bookings on the site. Please check the timings for your chosen site when booking through smallshout.

Our staff will arrive around 15 minutes before the camp starts but will be setting up for the day so please do not expect to be able to drop off earlier than 8:30am.

2 – What ages do you cater for?

Our Holiday Camps are for children from 5-14 years old.

We may be able to take 4-year olds (if they have started school) on a case by case basis but only for a maximum of 4 hours due to childcare regulations. If booking for a 4 year old please call the office on 01494 700817.

3- What does my child need to bring/wear?

Please send your child with enough food to last the day. Please bear in mind they may need more food than they would for a normal school day as they will be active for a lot of the day.

PLEASE NOTE WE OPERATE A NUT FREE POLICY AT ALL OF OUR SITES SO PLEASE DO NOT SEND YOUR CHILD WITH ANY NUTS OR NUT BUTTERS.

Make sure your child has a drink or water bottle, so they can fill this up at the venue throughout the day.

Children can wear any active clothing that they can run and move around - however it needs to be appropriate for the weather and temperature on the day. If it is a cold day then please send them with coats, scarves and gloves.

Although all our venues have indoor space if it is raining we may still be outside for a short time in light rain so if rain is forecast please send them with a waterproof jacket.

Specialist sports equipment is not required unless previously notified.

4 – What happens on my child's first day?

On your child's first day it is usually a good idea to arrive 10 minutes early, so you can find us, and our coaches can get your child settled in. It will also give our coaches a chance to introduce themselves as well as answer any further questions you may have.

5- Do Club Sport accept Childcare vouchers?

We currently accept childcare vouchers for our Beechview Academy site only. We will be extending this to all sites throughout the year.

6 – What are your staff qualifications?

All our holiday camp coaches work in schools delivering PE and Sports on a weekly basis and have a range of experience in a range of activities. They will most likely have at least one level 2 sports coaching qualification or a few level 1 qualifications.

They will also have a recent DBS check as well as the required first aid and safeguarding children qualifications.

7 – Can my days be changed or cancelled at short notice?

We need at least 48 hours' notice to change or amend your booking. If you let us know before this time, then you can change days or use them at a different venue. You can even carry them over to the following holiday if you wish.

8 – What is a 'Multi-Sport' or 'Multi-Activity' Camp?

On our Multi-Sport/Activity Camp days we will do a range of sports throughout the day lasting for around 45 minutes to 60 minutes each. This can range from Football, Cricket, Basketball, Tennis, Rounders, Dodgeball, Archery, Tri-Golf, Fencing, Hockey and more.

We may also play several other active games throughout the week which are not necessarily classified as sports but are active in their nature. At some sites we will also have quieter games such as arts and crafts, challenges, circle games and Nintendo wii.

Throughout 2018 we will be introducing further activities such as Ultimate Frisbee, Zorb/Bubble Football, Go Karts/Roller Racers and Nerf Wars.

9 – Do you ever have to cancel a camp?

Sometimes we do have to cancel days if numbers are particularly low. We usually aim for a minimum of 8-10 children per day which allows for us to be able to run the activities and sports planned.

On the rare occasion that we do have to cancel you will be notified by email & text 7 days before the planned days and we will also offer the option to swap to one of our other camps running that week.

10 – Do you offer Trial Days?

We do not offer trial days. You are welcome to come down with your child to look at what we do and speak to the coaches but if you are leaving your child with us then we require payment. If you wish to do this please contact the office team on 01494 700817 first.

11 – What happens if I am late to pick up my child?

We obviously understand that sometimes things happen that can affect it being possible to pick up your child on time. If you are 5-10 minutes late to collect, we will call you to find out what the situation is and wait with your child.

For late pickups over 10 minutes we operate a '3 strikes' policy. If you are more than 10 minutes late to collect your child(ren) three times within the space of a year then we will no longer be able to accept bookings for your child(ren) to attend our camps.

12 – Refund Policy

We do not offer refunds if your child is sick or you have changed your plans. If we are given 48 hours notice then you will be able to carry days forward to use at a future date.

Please email info@clubsportuk.com for further details. If you book the wrong date or venue by mistake we will move, you across to your chosen date or venue without additional charge.