



Sports Splash Holiday Scheme

TERMS AND CONDITIONS

We have introduced some new Terms and Conditions for our Sports Splash Holiday Scheme. This is to help combat the amount of late cancellations and 'no shows' we experienced in 2017.

The figures below show that nearly a quarter of bookings were 'no shows' potentially meaning a child is missing out on a place and enjoying physical activity. This is something we need to address so the scheme is fair and equal to everyone.

- Total Places Booked - 2440 - 100%
- Actual Attendees - 2005 - 77.9%
- No shows - 445 - 22.1%

- The scheme is for ages 6-13 years old
- The sessions run from 10am-3pm Monday to Friday during Derbyshire school holidays (excluding Bank Holidays)
- The cost is free for 365 members, otherwise it is £12 per day per person
- Registration must be done in person at our reception and only immediate family (parents, siblings (aged 18+), grandparents, guardians) can book children onto the course and give consent to them taking part in activities. You can pick up a form from reception or download one from our website and complete it ready for when the registration opens.



High Street, Clowne S43 4JY
www.goactive.org.uk



- There is a limit of 80 participants allowed on Monday, Tuesday and Thursday and 60 participants on Wednesday and Friday as we have other activities taking place in the sports hall.
- If you wish to cancel a place you have booked please give us 24 hours notice. Please telephone 01246 242 365 to cancel a place and leave a message on the answer phone if there are no staff available.
- Please note cancellations over social media or email will not be accepted.
- If your child does not show up on the day and you have not cancelled their place following the proper channels there will be a charge for a no-show of £12 per place. If you are a member or have a child on our swimming lessons then this charge will be added to your Direct Debit payments. This charge will remain on the account and no further school holiday programme bookings will be accepted until this is paid.
- If payment is not made, any further bookings your child has for that week(s) will be cancelled and the place(s) will be made available for general booking.
- If your child is ill and cannot attend a session please contact reception on 01246 242 365 before 9am and they will cancel your place. If no-one is available, please leave a voicemail as all messages are picked up. We will operate a strict 24-hour exclusion where your child will not be allowed to attend the next day's session if they are booked on to it. This is to reduce the spread of any infection.
- Management holds the right to cancel any bookings where they feel the system is being abused by customers.
- Non-members will lose their £12 payment if they fail to cancel their place.
- Children can be dropped off at the facility from 9.50 am in the morning. Any earlier than this and we cannot be held responsible for your child.
- Children should be picked up by a parent/guardian or can make their own way home if this has been identified on the consent form.
- We will communicate the opening dates for registration three-weeks in advance. No bookings will be taken before this time.

We Speak Your Language

Polish

Mówimy Twoim
językiem

Slovak

Rozprávame Vaším
jazykom

Chinese

我们会说你的语言

If you require this in large print or another format please call us on

01246 242424