



Sporty Stars FAQs

- **What to expect from our holiday camps**

- At Sporty Stars we offer at least 6 engaging and fun activities every day. From Nerf Wars to Bubble Football, from Glow-in-the-Dark Sports to more Traditional Sports, from Swimming to Arts and Crafts, from Inflatable Games to Bouncy Castles, our activities are inclusive for all.

- **Does my child need to be sporty to attend?**

- Not at all! Our camps are all about fun, participation, and trying new things. Every child is encouraged to get involved at their own pace.

- **What should my child bring to holiday camp?**

- Please ensure your child comes to holiday camp with:
 - Morning and Afternoon snacks.
 - A packed lunch.
 - A refillable water bottle.
 - Swimming costume (on required days).
 - Change of clothes, just in case.
 - Weather appropriate essentials e.g. raincoat, sun cream etc.
 - Any essential medication that your child may need.

- **What is your policy on nuts?**

- Sporty Stars is a completely nut-free camp. We kindly ask that all packed lunches and snacks are free from nuts and nut products, including items like peanut butter, Nutella, and cereal bars containing nuts. This policy helps us keep all children safe, especially those with allergies.

- **What should my child wear?**

- Children should come dressed in comfortable sportswear suitable for active play. We recommend:
 - A t-shirt and shorts or tracksuit bottoms depending on the weather.
 - Trainers (no sandals or studded boots, please).
 - A light jacket or hoodie for cooler days.
 - A sun hat and sun cream during warmer weather.

We'll be spending time both indoors and outdoors, so please make sure your child is dressed for all conditions. It's also a good idea to label all items with your child's name.



- **What is your policy on bringing items from home?**
 - At Sporty Stars, we are a screen-free holiday camp. To help children stay active, engaged, and fully involved in our activities, we ask that no electronic devices (such as iPads, tablets, or mobile phones) are brought to camp. We also highly recommend that children do not bring any personal items from home, especially those that are valuable or hold sentimental importance. This helps to avoid loss, damage, or distraction during the day. If your child feels strongly about bringing a comfort item, please let them know it must remain in their bag throughout the day, except during snack and lunch times when we are seated in the classrooms. Please note that Sporty Stars cannot take responsibility for any items that are lost, damaged, or stolen while at camp.

- **What happens in the case of bad weather?**
 - Our camps run in all-weather conditions! Thanks to our incredible facilities, we can easily cater for any weather. If it's not suitable to be outdoors, we simply move inside and adjust the activities to keep the day fun, active, and safe.

- **Are your coaches trained and DBS-checked?**
 - Yes – all of our coaches are fully qualified, and DBS checked. Our team is friendly, enthusiastic, and dedicated to ensuring every child feels welcome, learns new skills, makes new friends, and creates unforgettable memories at camp. There will always be a dedicated first aider on site to ensure everyone's safety.

- **What happens if my child becomes upset / injured?**
 - Our staff are trained to handle all situations with care and professionalism. We'll provide first aid if needed and contact parents immediately if there are any concerns.

- **How do the age groups work at camp?**
 - Children are grouped according to their age to ensure activities are safe, enjoyable, and suited to their ability level. If your child would like to be with a friend, please let us know in the additional comments section when booking, and we'll do our best to accommodate this. Please note that siblings with a large age gap may need to be placed in separate, age-appropriate groups due to the nature of our activities.



- **Are your camp timings flexible?**
 - Yes – our camps are designed to be flexible for busy families. Camp hours run from 8:15am to 5:15pm, with drop-off between 8:15am and 9:00am and collection between 4:30pm and 5:15pm. We can be flexible within these times – just speak to the camp manager on the day to arrange anything specific. The camp manager's contact number will be displayed at registration, so please make a note of it when you arrive.

- **What is your cancellation policy?**
 - If you give us at least 28 days' notice before the camp date(s) you wish to cancel, we will refund all monies paid. If payment was made using Childcare Vouchers or credit from your account, the amount will be held as credit on your account. If your voucher provider accepts refunds, you may request for the amount to be returned to them (please note that Edenred does not accept refunds). As we offer a discounted weekly price, if you wish to cancel specific day(s) within a week, your booking will be recalculated at the daily rate (based on the rate at the time of your original booking), which may result in an additional charge. If you give us less than 28 days' notice before the date(s) you would like to cancel, unfortunately, no refund will be available.

- **Can children with additional learning needs and medical conditions attend?**
 - Yes – at Sporty Stars, we believe every child should have the opportunity to enjoy our camps. We recognise that the needs of individual children vary and will always do our best to accommodate children with specific needs and/or medical conditions within the camp environment. It is the responsibility of parents or carers to let us know about any medical conditions, special educational needs, or disabilities when booking (either online or by phone). This allows us to discuss how we can best support your child and consider whether any reasonable adjustments can be made to help them fully participate in camp activities within our staffing ratios. Each child's needs are different, so we review every situation on a case-by-case basis to ensure we can provide a safe, supportive, and enjoyable experience for everyone.