

Star Track Terms and Conditions

The named parent / carer on the booking form accepts the booking conditions on behalf of all participants named on the booking.

Data Protection / Privacy Statement

Guildford Borough Council takes data accuracy and security seriously. The name and address of the child and any additional data you have provided to us is for the purposes of enrolling the child on this scheme and related administrative purposes. Information you provide to us will be used to:

- process bookings for courses and events
- send you information by letter, e-mail or to contact you by telephone with information about the scheme
- contact a parent or carer in the event of an emergency
- check to see if a young person has any medical conditions or allergies in the event of an emergency

The personal information of both yourself and the child will be stored and processed securely in line with the Data Protection Act 1998 and other relevant legislation. It will not be disclosed to third parties for marketing purposes. We will only keep this information for as long as is administratively necessary. We may however share your child's information with emergency services in an emergency situation. Further details are available on our website <https://www.guildford.gov.uk/dataprotection>, or from the Information Rights Officer, Guildford Borough Council, Millmead, Guildford, GU2 4BB (email: foi@guildford.gov.uk).

Bookings / Cancellations / Refunds

Bookings are taken via a booking form sent by post or email, with payment via debit or credit card. They are subject to availability and accepted on a first come first served basis, places are limited.

Families paying the concessionary rate must email evidence of the relevant benefits to sportsdevelopment@guildford.gov.uk prior to the scheme commencing.

We will only offer refunds when a booking is cancelled more than 14 days before the start of the scheme. We will not be able to give refunds after this date, this includes for sickness.

Star Track reserve the right to amend or cancel the scheme due to unforeseen circumstances, with no refund or compensation to the customer.

Insurance / Liability

Guildford Borough Council's Public Liability Insurance covers all participants during the scheme. Star Track does not accept liability for loss or damage to property, personal injury or death of any participants unless directly caused by the proven negligence of the organisation or its servants.

Safeguarding

Star Track staff have a duty to respond if they suspect a child or young person in their care may be suffering from harm or abuse, or if a child makes a disclosure about harm or abuse. In this event, staff will follow the Guildford Borough Council Safeguarding Policy as detailed in our policies and procedures.

Photography and Video

We sometimes take photographs/videos at Star Track, for marketing, promotional and press purposes. We will explicitly seek your permission for your child to be included in photographs/videos during the booking process. If you do not wish for your child to be included in these photographs /videos, please ensure you select the appropriate option.

Policies and Procedures

Copies of all Star Track policies and procedures are available onsite whilst the scheme is running, or we can send them to parents on request.

Medical Conditions, Additional Needs and Allergies

You confirm that you have read, fully understood and are satisfied with the details supplied about the activities on Star Track and agree to your child participating in them. You know of no medical reason why they should not participate.

You consent to any emergency medical or dental treatment, which your child may require within the duration of Star Track and agree to indemnify the organisers against any loss, expenses or cost which is thereby caused and is not otherwise recoverable.

It is your responsibility to inform us at the time of booking, of any pre-existing medical, physical or behavioural conditions or requirements of any child. If this information is not provided, we reserve the right to withdraw your child's place on the scheme.

We are able to administer prescribed medicines to your child if required and on request. All medication must be clearly marked with your child's name. We will ask you to complete a Medicine Administration Form giving us the necessary permission. Please ensure you seek advice if you wish for us to administer any medicines during the scheme.

Arrival

We ask all children to arrive on time. We are unable to take responsibility for children and young people who arrive early.

Sickness/Absence

Your child will be required to stay onsite during the day unless you provide us with prior consent for them to leave.

We cannot take responsibility for anyone who deliberately leaves the site unsupervised and without parental / carer permission.

Due to the risk of infection, we may have to send participants home if they are displaying signs of certain illnesses. Please note children must be clear for 48 hours following a bout of diarrhea, and vomiting.

Exclusion

Star Track reserves the right to exclude or refuse any person without notice due to their behaviour. We will always attempt to contact the parent / carer in these circumstances. Transport home will be the responsibility of the parent / carer and no refund will be available.

Lost Property

Please ensure that children do not bring valuables with them, as we cannot be held responsible if they go missing. We will endeavor to return items of lost property that we are able to identify. Lost property will be held for a period of 4 weeks following the scheme, after which it will be disposed of or distributed to local charities.

Comments and Complaints

Guildford Borough Council have an ongoing commitment to improving services and receiving feedback from our customers is an important part of ensuring that our high quality is maintained.

In many instances, the first point of contact with Stat Track will be with the coach at morning sign in. If your complaint cannot be resolved at the first point of contact, you can speak to the Sports Development Officer who has overall responsibility for managing the Star Track project. sportsdevelopment@guildford.gov.uk

You can register a formal complaint with Star Track verbally, in writing or in person. The complaint will be recorded and we will ensure that the most appropriate person deals with it. There is no requirement to put your complaint in writing although we would prefer it as this helps to ensure that the complaint is recorded properly.

If you are not satisfied with the outcome of the initial investigation, you can write to the Community Leisure Manager where a separate, independent internal investigation of the complaint will be carried out.