

Oxford Falls Racquet Club

Holiday Camp Terms and Conditions

These Terms and Conditions ("Terms") govern the enrolment of children in our Holiday Camp ("Camp") operated by OFRC ("we", "us", "our"). By completing a registration, you (the parent or legal guardian) confirm that you have read, understood, and agreed to these Terms.

1. Eligibility

- The Camp is open to children aged 5 to 17 years.
- All participants must be in good general health and able to participate in physical activity. Any known medical conditions, allergies, or disabilities must be declared at the time of registration.
- We reserve the right to refuse enrolment or remove a participant from the Camp if, in our reasonable opinion, their participation poses a risk to themselves or others.

2. Registration and Payment

2.1 Registration

- Bookings are accepted online via our website, by phone, or in person at our facility. A booking is only confirmed once full payment has been received and a confirmation email has been issued.
- Places are limited and allocated on a first-come, first-served basis.

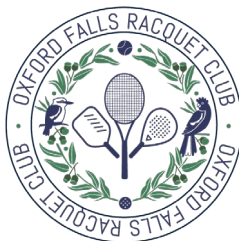
2.2 Fees and Payment

- Full payment is required at the time of registration.
- Fees are inclusive of all coaching, use of Camp equipment (racquets, balls).
- We accept payment by cash or credit/debit card (No AMEX).

3. Cancellation and Refund Policy

3.1 Cancellations

- Camp registrations cancelled in writing more than 7 days before commencement will be refunded or credit issued.
- No refunds or credit will be issued for holiday camp registrations that are cancelled within 7 days of commencement of the holiday camp.
- No refund will be given for any sessions missed due to illness, personal circumstances, or late arrival during the Camp, unless covered by our illness policy below.



- Transfer of your booking to another participant or Camp session may be permitted at the discretion of OFRC.

3.2 Illness During Camp

- If a participant is unable to attend due to illness that commences after the Camp has started, a credit note for unused full-day sessions may be issued at our discretion, provided a medical certificate is supplied within 5 business days of the absence.

3.3 Cancellations

- We reserve the right to cancel or modify Camp sessions due to extreme weather, insufficient enrolment, facility unavailability, or other circumstances beyond our control.
- Camps run during wet weather with indoor activities planned.
- In the event of cancellation by us, you will receive a full refund of all fees paid, or the option to transfer to an alternative session. We are not liable for any additional costs incurred.

4. Child Safety and Supervision

- The safety and wellbeing of all participants is our highest priority. We operate in compliance with applicable child protection legislation and best-practice safeguarding guidelines.
- All Camp staff hold current Working With Children Checks.
- Participants must be dropped off and collected by a parent, guardian, or authorised adult named at the time of booking.
- Drop-off and collection times are available when registering and strictly enforced. Late collection beyond 15 minutes of collection time may incur an additional care fee of \$10.
- Children will not be released to any person not listed as an authorised collector without prior written consent from the parent or guardian.

5. Medical Information and Emergency Procedures

- You must disclose all known medical conditions, allergies (including anaphylaxis), medications, and dietary requirements at the time of booking. This information must be updated if circumstances change before the Camp commences.
- We are not a medical facility. Staff hold current first aid qualifications and will administer basic first aid. In the event of a serious medical emergency, emergency services (000) will be contacted immediately and parents/guardians notified as soon as practicable.
- Participants requiring prescribed medication (including EpiPens and inhalers) must supply their medication in clearly labelled original packaging, accompanied by a completed medication authority form. Staff cannot administer medication without this documentation.
- By enrolling your child, you authorise our staff to arrange emergency medical treatment if you cannot be reached and treatment is required in the best interests of the participant.

6. Behaviour and Code of Conduct



We are committed to providing a positive, inclusive, and respectful environment for all participants. The following conduct standards apply to all participants and their families:

- Participants must treat coaches, staff, and fellow participants with respect and courtesy always.
- Bullying, harassment, discrimination, or intimidation of any kind will not be tolerated.
- Wilful damage to equipment or facilities is prohibited. Parents/guardians will be liable for the cost of repair or replacement.
- Participants must follow all reasonable instructions given by Camp staff.

We reserve the right to exclude a participant from the Camp, with no refund, if their behaviour is deemed detrimental to the wellbeing of others or to the safe running of the Camp. Any decision to exclude will be communicated to the parent/guardian as soon as practicable.

7. Photography and Media

- We may take photographs and video footage during Camp sessions for use in promotional and educational materials, including our website and social media channels.
- If you do not wish your child to be included in any photography or video, you must notify us in writing by email to info@ofrclub.cau
- Parents and guardians are permitted to photograph their own child during open or presentation sessions but must not photograph other participants without the express consent of their parents or guardians.

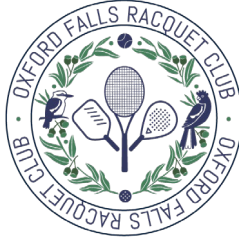
8. What to Wear and Bring

- **What to wear** - sports clothing, enclosed non-marking shoes, hat, sunscreen, and layers for cooler sessions.
- **What to bring** — labelled water bottle, morning tea & packed lunch (nut-free), medication with authority form, and a bag.
- **Equipment** – Tennis racquet. If you do not have a tennis racquet OFRC can provide one free of charge.
- **Reminder** - label everything.

9. Equipment and Personal Property

- Loan racquets and balls are available for use during Camp. Participants are welcome to bring their own equipment.
- We accept no responsibility for the loss, theft, or damage of personal belongings brought to the Camp. We recommend naming clothing and drink bottles that valuable items are not brought to Camp.
- Participants are responsible for any damage caused to Camp equipment through misuse.

10. Liability



- Participation in tennis, pickleball, beach tennis and physical activity carries an inherent risk of injury. We take all reasonable precautions to minimise risk; however, by enrolling your child, you acknowledge and accept this inherent risk.
- To the fullest extent permitted by law, we exclude liability for any injury, loss, or damage suffered by a participant unless caused by our proven negligence or breach of duty.

11. Privacy

- Personal information collected at enrolment is used solely for the purpose of operating the Camp, including safety, communication, and administration.
- We will not disclose personal information to third parties except where required by law or as necessary for the operation of the Camp (e.g. medical providers in an emergency).
- Our full Privacy Policy is available on our website.

12. Changes to These Terms

OFRC reserves the right to amend these Terms and Conditions at any time.

The most recent version is available on the club's official website and must be reviewed before registration.

Declaration and Acceptance

Registration is confirmation that you have read, understood, and agree to the above Terms and Conditions.
