

Booking Terms & Conditions



Approved by:	Tom Humphreys Director	Date created :	25/05/2021
Last Reviewed on:	6/04/2026		
Next Review Due:	6/04/2027		

1. A register of all participants will be maintained. Each register is compiled from all personal data entered through the website; it is the parent or carer's or schools responsibility to ensure that all details are up to date and correct at the time that their child attends. This includes all children's medical information and emergency contact details.

2. Any personal data entered onto this website will be "processed" (as such terms are defined in the Data Protection Act 2018) by Primary Sports Giants for the purposes of administration and the provision of childcare and sports coaching under legislation relating to children. Primary Sports Giants will not disclose this information to third parties for marketing purposes. Primary Sports Giants itself may use this information to provide marketing information, where consent to do so is explicitly given. For further details of your rights in respect of your data, please see our [PSG Privacy Policy & PSG Data Protection Policy](#).

- In accordance with the General Data Protection Regulation (GDPR) we will not hold your personal data for longer than we require it in relation to our business.

3. Course times and fees are given in our marketing, on our website and at the time of booking.

4. The booking system is designed as such that it should prevent any of our holiday venues being oversubscribed. When a venue is full, the system will prevent any further bookings. In the unlikely event that a venue is over-subscribed and we are not able accommodate all children that have booked, places will be allocated based on the date and time of booking, with the earliest booking being offered first.

5. Methods of Payment:

- All bookings must be paid in full at the time they are made.
- We use PayPal or Stripe to process our online transactions. They are reliable, secure and you don't need an account in order to use the service. We do not store credit card details nor do we share customer details with any 3rd parties.

6. Delivery - once your booking has been completed and payment has been made, you will be provided with a full order summary via email. This will be delivered to the email address as specified upon account registration.

7. Cancellation - it is possible to cancel or amend your booking. The following terms apply:

Holiday Camps:

- Cancellation 7+ clear days before the event: **100%** of the unused booking payment will be **credited to your booking account** for use on future bookings. Alternatively a bank transfer is available with a £10 administration fee applied. This fee will be taken off the total funds transferred/refunded.
- Cancellation within 2-6 days of the event starting: we will credit your booking account after deducting a £20 administration fee. Alternatively we will transfer **50%** of the unused booking payment to your bank account, and retain the additional **50%** of the payment to cover staffing, venue and administration costs.
- Within 48 hours of the event starting: no refunds or credits will be offered unless special circumstances arise. [In this instance please contact Info@primarysportsgiants.co.uk with supporting evidence.](mailto:Info@primarysportsgiants.co.uk)
- There are no refunds for a child being unable to attend on the day due to illness.

All Other Bookings (Forest School, Weekend Clubs, After School Clubs etc...)

- Cancellation 7+ clear days before the start of the block sessions or individual session (where applicable): **100%** of the unused booking payment will be credited to your booking account for use on future bookings. **Alternatively a bank transfer is available with a £10 administration fee applied.** This fee will be taken off the total funds transferred/refunded.
- Cancellation within 2-6 days of the block sessions/single session starting we will credit your booking account after deducting a £20 administration fee. Alternatively we will transfer **50%** of the unused booking payment to your

bank account, and retain the additional **50%** of the payment to cover staffing, venue and administration costs.

- Within 48 hours of the event starting no refunds or credits will be offered unless special circumstances arise. [In this instance please contact Info@primarysportsgiants.co.uk](mailto:Info@primarysportsgiants.co.uk) with supporting evidence.
- There are no refunds for a child being unable to attend on the day due to illness.

Holiday Activities & Food HAF:

- Where HAF places are available PSG hold the right to accept or decline participants with reason.

Covid19:

- If Primary Sports Giants is forced to cancel because of Covid19 - if requested by you the remaining credit will be refunded to your booking account. Please note timescales above.
- If your child/ren is forced to isolate then a credit refund will be available for the remainder of the event, provided evidence is submitted.

Force Majeure &/or Adverse weather:

- If we are forced to cancel due to circumstances beyond our reasonable control, including but not limited to war, the threat of war, riot, civil strife, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, disease, adverse weather or natural or nuclear disaster etc...: Primary Sports Giants will offer 70% of the remaining funds as a credit refund. The remaining 30% will be used to cover the cost of administration, venue hire, equipment hire, set up and staffing costs. This will apply to the full booking if the event has not started or the remaining funds for days not completed if the event has started.

8. Primary Sports Giants reserves the right to make changes to the timetable and to the staff.

9. Primary Sports Giants will from time to time take photographs and film footage of children participating in activities for use in our marketing and publicity material. If you do not wish for your child to be photographed/filmed please tick the relevant box when you make your online booking.

10. Children & adults participate at their own risk and parents are obliged to inform Primary Sports Giants and its staff of any existing injuries, special education needs & disabilities and or medical conditions.

11. Participants should not bring valuable items or mobile phones to our venues and are obliged to take care of their own belongings. Primary Sports Giants can accept no liability for lost or damaged belongings.

12. The liability of Primary Sports Giants and that of its staff is restricted to holiday/activity times only and then only to gross negligence.

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