

Ebbs Elite Coaching – Cancellation & Lateness Policy

Supporting a safe, organised and enjoyable camp for all


To provide the best possible experience for children and parents, it's essential we maintain structure and clear expectations around attendance. This policy outlines our guidelines for cancellations, drop-offs, and pick-ups at Ebbs Elite Holiday Camps.

CANCELLATION POLICY


We understand that circumstances can change. However, last-minute cancellations impact coach planning, group numbers, resources, and our ability to deliver a smooth and safe session for everyone.

Cancellations Before Camp:



- **7+ Days Before Camp Starts**

-  Full refund


- **Less Than 7 Days Before Camp**

-  50% refund — due to scheduling, staffing, and resource preparation

Cancellations During Camp Week:

-  No refunds for missed days once the camp begins
-  **Medical or emergencies** may be reviewed on a case-by-case basis — please contact us as early as possible with supporting info

Non-Attendance Without Notice:

- If a child does not attend and no notice is given, this is classed as a **no-show**
-  No refund or credit will be given

Minimum Booking Policy:

- We reserve the right to cancel or merge groups if minimum numbers are not met. In such cases, a **full refund or transfer** will be offered.

LATENESS POLICY

Late arrivals and pickups can disrupt the day for both staff and children. Our lateness policy ensures fair treatment, safety, and respect for everyone's time.

Camp Operating Hours:

- **Drop-off:** 9:30 AM
- **Pick-up:** 3:30 PM

Drop-off Guidelines:

- Please arrive between **9:20–9:30 AM** to allow a smooth and punctual start
- Children arriving **after 9:45 AM** may miss warm-up sessions and group briefings
- Frequent late arrivals may result in reduced participation in certain activities

Pick-up Guidelines:

- All children must be collected **no later than 3:30 PM**
- A **10-minute grace period** is allowed (until 3:40 PM)

After this, late fees will apply:

Time Collected	Fee
3:41–3:55 PM	£10
3:56–4:10 PM	£20

Every additional 15 min +£10

Late fees help cover the cost of additional staffing and venue time. Payment is expected before your child returns the next day.

Important: Repeated late pickups may result in your child being unable to attend future camps.



Responsibility & Communication

- All parents/guardians must provide **up-to-date contact info** and be reachable during camp hours
- If someone else is collecting your child, please **inform us in advance**
- **Uncollected children** will be supervised and kept safe until contact is made, but additional charges may apply

FINAL NOTES

We truly value your cooperation in following these policies. They exist to ensure:

- A **safe and positive** experience for every child
- That our staff can work efficiently and without unnecessary stress
- That every child gets the full benefit of the camp sessions they've signed up for

If you have any questions or concerns, please contact us directly. We're here to help!