

Admissions Policy

Purpose of this Policy

Super Star Sport Holiday camps and after school care will be open to children aged from 5 to 12 years old, providing the children are self-sufficient. Children will be welcomed from all social, cultural and religious backgrounds. Admission of children with additional needs will need to be assessed on an individual basis after consultation with the parents and colleagues to ensure that all needs can be met within ratios.

Children will be admitted providing the site manager and the Super Star Sport office team are confident that we can meet their needs without jeopardizing the service in accordance with the Disability Discrimination Act. A child requiring further support may be admitted if a parent/carer can provide a Key Worker to work with the team and provide appropriate care whilst the child attends the After School/Holiday Club. Every effort will be made to accommodate children with additional needs.

Super Star Sport reserves the right to refuse admissions onto our services and refuse entry onto the site if we feel that the safety and welfare of the children on site are deemed at risk. If the company makes this decision, you will be informed and notified of the reason for this decision.

Bookings

Bookings any Super Star Sport session is simple and easy to do:

You can book online through our website www.superstarsportwl.com and then by following clicking the Book Here button. Here you can see a list of sessions that are able to be booked and will require you to create a customer account with Co-ordinate Sport our booking platform.

Once your customer account is created you can then access all booking history, payment methods and participant (child information). You can update and amend these at any time and Super Star Sport require you to update any of the participants information prior to sessions commencing.

If you are a new customer, before you are able to book onto any of our services you will be required to input your child (participants) information, including medical information, dietary requirement, emergency contact info and much more.

Super Star Sport endeavour to respond to all requests within 2 working days, however, please be patient with us in busy periods. Admission to sessions at Super Star Sport will typically be on first-come first-served basis.

Once sessions are fully booked, a waiting list will automatically be created. As spaces then become available, spaces will be offered to children on the waiting list in the order that they joined.

Cancellations

For details on our cancellation policy, please see our terms and conditions on our website www.superstarsportwl.com

Super Star Sport reserves the right to cancel bookings for our services and refuse entry onto the site if we feel that the safety and welfare of the children on site are deemed at risk. If the company makes this decision, you will be informed and notified of the reason for this decision.

Policy Responsibility and Review

We are committed to reviewing our policy and good practice annually.

Date Issued: 15/12/2022

Date to be reviewed: 16/12/2023

Signed:

