



### 1. Bookings

We regret that we cannot accept provisional bookings. You are advised to book early to avoid disappointment as places are limited and will be allocated on a first-come, first-served basis. Bookings can be taken over the telephone, in person or by post.

For telephone bookings: Kids Village bookings can only be taken between 8:00am - 4:00pm Monday to Friday only and 9:00am - 5:00pm Saturday and Sundays. To book, please contact the Kids Village hotline on 01707 281172; please have your credit/debit card and booking information to hand. The reception team will then complete the booking form on your behalf. We regret we will be unable to accept telephone bookings outside of these hours.

For in-person bookings: Please visit the Sports Village with a completed booking form. Full payment will be required at time of booking.

For postal bookings: Please send a completed booking form, together with a cheque made payable to 'Hertfordshire Sports Village' to Kids Village, Hertfordshire Sports Village, Hatfield Business Park, Hatfield, Herts AL10 9EU.

### 2. Payment

Full payment must be made at the time of booking. Payments can be made via cash, credit/debit card and cheque. Please make all cheques payable to Hertfordshire Sports Village; in a marked envelope 'Kids Village'.

### 3. Confirmation

At the time of booking your confirmation details will be posted to the address we have on our system. Please ensure details are accurate as confirmation details will provide important information regarding your child's course and what to do on the day; including health and safety notices.

### 4. Programme Changes

If for any reason we require to alter the Kids Village programme, a full refund or camp transfer will be offered. HSV reserves the right to alter any camps up to 48 hours before the camp start date and time. We endeavour to give as much notice as possible when necessary to cancel any activity.

### 5. Refunds

Refunds cannot be considered for missed/cancelled sessions due to illness without a medical certificate. Transfer of bookings may be offered and is completed at the discretion of Sports Village management.

### 6. Health & Safety

Appropriate clothing and footwear will be outlined within the confirmation letter sent upon booking. Please ensure children arrive at all sessions following all guidelines. Failure to do so may result in your child being unable to participate fully in the booked activity.

### 7. Medical Information

At the time of booking please make any relevant medical or physical conditions known to a member of Sports Village staff.

### 8. Photography

We may take photographs and video footage for future promotional material. If you wish to exclude your child, please make this clear in writing on the return part of the confirmation letter which we will issue at the time of booking.

### 9. Child Protection

All coaches/instructors hold up-to-date CRB checks in line with national regulations alongside sports specific qualifications where necessary.

### 10. Exclusions

Please be aware that we have the right to refuse further entry to any child or individual that in anyway disrupts the safety and running of activities. Our aim is to ensure all children enjoy Kids Village activities in a fun and secure environment.

### 11. Liability

We, our agents and employees, are insured against death, loss and injury caused by our negligence (and breach of statutory rights) or that of our agents and employees, but we are not insured for any loss or injury caused by your negligence. If you fail to follow health and safety notices, the instructions of coaches and trainers, or break the club rules and as result incur costs, damages and expenses payable by the facility then you may be held liable for any of those costs, expenses or damages for which we are not insured. We are not insured for, and therefore cannot accept liability for, any loss to personal property belonging to you or your guests at the facility, including items left in lockers.

### 12. Data Protection

Hertfordshire Sports Village collects personal data for our own promotional use. We will not pass your personal information onto third parties.

### Further Information

Please contact:  
Steph Oliver (Sports Development Officer and Junior Sports Camps Coordinator)  
E: [s.oliver2@herts.ac.uk](mailto:s.oliver2@herts.ac.uk)  
T: 01707 281191

Or

Laura Johnson (Sports Development Manager)  
E: [l.johnson@herts.ac.uk](mailto:l.johnson@herts.ac.uk)  
T: 01707 281181