

FAQs for Day Camps by Pro Touch SA CIC

General Information

Q1: What are the dates and times for the day camps?

A1: Our day camps typically run during school holidays from 10:00 AM to 2:00 PM, Monday to Thursday. Specific dates will be announced on our website <https://www.protouchsa.co.uk/the-community/holiday-programmes> and social media channels prior to each holiday period.

Q2: Where are the camps located?

A2: Our camps are held at various locations across the city to ensure accessibility for all participants. The exact locations will be provided upon registration and listed on our website <https://www.protouchsa.co.uk/the-community/holiday-programmes>.

Q3: What age groups are eligible for the day camps?

A3: Our camps cater to children and young people aged 6 to 16 years old. We group participants by age to ensure activities are age-appropriate and engaging.

Q4: How do I register my child for a camp?

A4: Registration can be completed online through our website. Simply fill out the registration form using the appropriate link to each camp booking platform and make the payment (if applicable) to secure your child's spot. Please note T&Cs applies to most of our holiday camps.

Q5: What is the cost of the camp?

A5: The cost varies anything from £15.00-£20.00. Detailed pricing information is available on our registration page. But most camps are FREE depending on funding and terms & conditions we have with local authorities and funders at each camp for example family's eligibility benefited related income (HAF programmes).

Camp Activities

Q6: What types of activities are included in the day camps?

A6: Our day camps offer a variety of activities, including sports (football, basketball, tennis), arts and crafts, team-building games, and educational workshops. Each camp is designed to be fun, engaging, and educational.

Q7: Are the activities safe for all participants?

A7: Safety is our top priority. All activities are supervised by trained and experienced professional staff, and we follow strict safety protocols to ensure a safe environment for all children.

Q8: What should my child bring to the camp?

A8: Children should bring a packed lunch, water bottle, sunscreen, and any necessary medications. We also recommend a change of clothes in case of weather changes.

Health and Safety

Q9: What measures are in place to ensure the safety of the children?

A9: Our staff are fully trained in first aid, (some mental health first aid) and child protection policies. We maintain a high staff-to-child ratio, conduct regular safety checks, and have clear procedures for emergencies. Some policies can be found here <https://www.protouchsa.co.uk/policies>

Q10: How do you handle food allergies and dietary restrictions?

A10: Please inform us of any food allergies or dietary restrictions during the registration process. We will accommodate these needs and ensure all staff are aware of any specific requirements. Please note that we serve halal and kosher lunches in all our meals.

Q11: What is your policy on illness and injury?

A11: If a child becomes ill or injured during camp, we will contact the parent or guardian immediately. Our staff are trained to provide first aid and will ensure your child receives the necessary care.

Payments and Policies

Q12: What is your refund policy?

A12: Refunds (if applicable) are available if you cancel at least two weeks before the camp start date. A full refund minus a small administrative fee will be issued. Cancellations made within two weeks of the start date may not be eligible for a refund.

Q13: Do you offer any discounts or financial assistance?

A13: We offer discounts for early registration and multiple siblings 15-25%. Financial assistance may be available for families in need. Please contact us for more information on how to apply.

Q14: Can I visit the camp locations before registering?

A14: No, since we operate across London and often hire facilities from schools and other venues. However, we expect all families to attend the in-person Camp Induction on the first day of camp. This is a great opportunity to meet our staff, see the facilities, and ask any questions you may have.

Q15: What happens if there is bad weather?

A15: Our camps will proceed as planned in most weather conditions, with indoor activities available as necessary. In the event of severe weather, we will contact parents with updates and any changes to the schedule via emails and our active What's App group chat

Q16: What is your policy on late pick-up?

A16: We understand that delays can happen, but it is important to pick up your child on time. If you are more than 10 minutes late, a fine of £15 will be applied, paid following day in cash to the Camp Project Manager. If late pick-ups occur more than twice, we reserve the right to exclude your child from our camps. We appreciate your cooperation in ensuring timely pick-ups for the smooth operation of our programs.

For any additional questions or concerns, please feel free to contact us at holidays@protouchsa.co.uk or visit our website at <https://www.protouchsa.co.uk>. We look forward to providing a fun and enriching camp experience for your child!