

TERMS AND CONDITIONS

A. On the day

Participants are required to bring:

- Enclosed shoes appropriate for a wide range of activities
- Appropriate comfortable clothing suitable for sport activities
- Any medicines or medical equipment required (see medical notes below)

B. Medical – medication, general hygiene, emergencies

- PCYC NSW staff can only administer medications that are in the original packaging with original pharmacy label, or a script signed by a medical professional. We cannot administer medication without this information.
- Program staff will administer basic first aid where required and PCYC NSW has the right to contact an ambulance if deemed necessary by the staff.
- If a participant becomes ill or is displaying signs of cold or flu like symptoms a staff member will contact parent/carer and discuss appropriate action in line with current Government COVID-19 protocols.
- In the case of an emergency, staff will directly contact the participant's emergency contacts
- All participants must have an enrolment form completed prior to the party commencing to ensure PCYC have all relevant medial info

C. Booking and enrolment process

- A minimum deposit of \$100 must be paid in order to secure your date/time (the remaining amount must be paid within 48hrs of the party).
- Any additional children that participate that have not been included in the original payment must be paid for on the day.

D. Program code of conduct

- All participants must follow the rules set by PCYC NSW coaches during the program. Safety is always our priority and the rules set by the PCYC coaches reflect this.
- If a participant is displaying behaviour that is not safe and appropriate for the session and the other participants, a warning will be issued to highlight the behaviour is unacceptable and will not be tolerated. Upon repeat behaviour, PCYC staff will contact the parent/carer and discuss appropriate action. If more appropriate behaviour is not displayed and this affects the safety of other participants, the child's participation will be cancelled for the remainder of the session
- Any excessive rubbish left from party will incur an additional cleaning fee of \$50

E. Party cancellations

- Once booked in for a party, all bookings are non – refundable, including deposit. Booking customer can be provided with 'family credit' to the value of booking if a valid medical

certificate can be provided for the day scheduled to attend prior to the start of the day (but not for change of mind)

- A family credit booking can be used within 12 months from the date of issue, however, cannot be used to book into any program that is at full capacity. All bookings are subject to availability.

F. Non instructor led parties

- For any non-instructor led parties, customers will be permitted to host food and beverage in the allocated room (only non alcoholic beverages to be served)
- No sports or alternate activities will be permitted unless approved by Club manager at time of party booking
- Booking customers are responsible for the clean-up of room at the finish of the party

