

# Canterbury Cricket Association (CCA) - School Holidays Cricket Program

## Terms & Conditions

### 1. Registrations & payments

- Full payment is required at the time of booking. Your booking is not confirmed until the payment is made.
- CCA must be advised immediately if any details submitted as part of the registration process change.
- A minimum ratio of 1:10 is maintained throughout the program. Therefore, your child can only attend on the days registered unless approved by program staff.

### 2. Program hours, drop-off, and pick-ups

- Program hours are 9.00am - 3.00pm.
- Parent/caregivers must sign their child in and out each day on the sheet provided within the venue.
- Children can be dropped off from 8.45am, but not earlier unless prior arrangements made with CCA staff.
- A 15-minute grace period is provided for late pickups. After this time, you may be charged an additional fee of \$15.

### 3. Cancellation, absences & refunds

- Please notify CCA if your child is going to be absent.
- With limited spaces available, refunds are not provided for absences or non-shows unless CCA is notified at least 5 working days before your child is absent. Refunds may be provided in exceptional circumstances at the discretion of CCA.

### 4. Unwell or injured children

- If your child is unwell, they should stay at home.
- If your child appears unwell or receives an injury during the program, CCA staff will assess the situation and take appropriate action to assist them. Parents/caregivers will be contacted in the first instance, and you may be asked to collect your child.

### 5. COVID-19

- Hand sanitizer will be provided, and children will be encouraged to regularly wash/sanitize their hands. In addition, CCA staff will be regularly wiped down equipment.
- Parents/caregivers are also asked to scan in using the NZ COVID Tracing app when onsite.
- If New Zealand's alert level changes, CCA will follow NZ Government instructions and advise parents/caregivers of any changes. Refunds will be provided if we are unable to operate the program on the day/s your child is registered to attend.

### 6. Behaviour

- When taking part in our program, children are expected to follow instructions provided by CCA staff. If your child acts inappropriately, or places themselves, other children, or staff in danger you will be contacted. If problems continue, access to the program may be withdrawn.

### 7. Lost/broken property

- CCA will not be held responsible for the loss or damage of personal items in your child's possession. All expensive or special items should be left at home.

### 8. Feedback

- Please contact CCA Events & Operations Manager on [events@canterburycricket.org.nz](mailto:events@canterburycricket.org.nz) if you wish to provide any feedback. You will also be given the opportunity to provide anonymous feedback via our online survey, distributed following the program.