

Frequently Asked Questions

1. Why can't I book single days or half days?

The safety of your children is our number one priority. We will therefore only permit full-week bookings (2/3/4 or 5-days dependant on the venue) over the summer holidays. This means that bookings will only be open for children aged 5 -11. TLE are one of the only Ofsted registered children's activity childcare providers in the region and have created a six-step strategy in line with current government guidance. This guidance is like what schools are currently following which means that Sports Camps will keep children in their own bubbles each week. We are doing this to reduce the risk of coronavirus infections.

2. What activities will my children be doing at the Sports Camps?

Activities at Sports Camp will remain fun and engaging. In line with government guidance, any tag or competitive invasion type games will not be permitted. All our activities will be delivered with no or limited equipment. Examples include but are not limited to athletics, tri-golf, tennis, cricket and dance. Our team will ensure good cleaning practice is in place and follow our new procedures for every session that is delivered.

3. How do I know my child will be safe at the Sports Camp?

As an Ofsted registered childcare provider, we are used to following and implementing stringent policies and procedures. Our existing policies and procedures have been reviewed and updated to include COVID-19 practices. TLE team members will complete all necessary training prior to the summer holidays and current government guidelines will be adhered to. Good cleaning practices will be encouraged throughout the day and

children will remain in their bubble with the same coach across a full week. We will also stagger registration and sign-out periods to mitigate risk for you and your child.

4. Will siblings be split up?

Sports Camp have planned to operate in line with current government guidance to reduce the risk of Covid-19 infection. This means that children from the same household will NOT be split up. Children from the same household will be kept in the same bubble during the week, regardless of their age. Activities delivered to each bubble will be adapted to match the ability of each child in the bubble.

5. Can my children switch bubbles?

If the Sports Camp week has not started and there is capacity, we MAY be able to let you switch bubbles. However, we expect our Sports Camp to be at full capacity and as we are operating under strict guidance and your safety is our priority, we will not permit the switching of bubbles in this scenario. If you would like your child to be with a friend you will need to liaise with them directly to try and ensure that your children are in the same bubble because we cannot share the booking details of other customers with you.

6. Why are you running shortened days?

Sports Camp will be operating under slightly shorter days to allow registration and pick-up times to be managed safely. Our venues will be open from 8am – 4pm under full-week (2/3/4 or 5-days dependant on the venue) bookings only. Each bubble will be asked to sign in and sign out at 15-minute intervals.

7. What happens if someone shows Covid-19 symptoms at the Sports Camp?

A child displaying COVID-19 symptoms will be removed from their bubble and put into an isolation room until they can be collected by their parent, guardian, or carer. You will be instructed to follow government guidelines for anyone who is suspected to have COVID-19. This currently involves contacting 111, arranging a test as soon as possible and remaining in isolation until you receive your test results. If the test is negative, you can come out of isolation and return to the Sports Camp. If the test is positive, you must remain in isolation until fourteen days have passed and inform TLE immediately. In this scenario, we will issue credit to your account in line with our terms and conditions.

8. How will the sign in/out process work?

Signing your child in and out of TLE Sports Camps will be slightly different this summer. Firstly, time slots will be staggered and only 15 children will be signed in during this time. Your children's temperature will be checked prior to signing in, Sports Camp team members will wear appropriate PPE and you will be asked to sign in and out via a new parent app. Finally, registration and sign-out at each venue will be completed outside. This is of course dependant on the British weather!

9. What additional training have the TLE team members had?

As an Ofsted registered organisation, you can rest assured that all TLE team members have completed the necessary Covid-19 training. This includes a full CPD day in which our staff were informed of the new and updated policies and procedures, registration, and sign-out procedure, delivering relevant sports and activities, Covid-19 protocol and more. Most importantly, the TLE team will continue to ensure that your child feels safe and has fun during the summer.

10. Why are there mixed age groups?

During the summer, Sports Camps will operate in line with the current government guidance to reduce the risk of Covid-19 infection. We are allowing children of mixed ages in bubbles to help mitigate the risk of Covid-19. In addition, it means that you can book your children into a bubble that operates under a specific registration and sign-out time. This will help reduce the amount of people on the premises during these times. All Sports Camps activities will be non-contact and delivered safely to ensure mixed age group activities are delivered to develop your children's technique.