

THG Hockey – Camp Booking Terms & Conditions

Last updated: August 2026

These Camp Booking Terms & Conditions apply to all hockey camps organised by THG Hockey, operated by Chris Hurden (individual), in Oxfordshire and other locations as advertised.

By completing a booking, the parent or legal guardian confirms that they have read, understood, and agreed to these Terms & Conditions on behalf of themselves and the participating child.

1. About Us

THG Hockey

Contact email: info@thg-hockey.com

2. Camp Places & Bookings

- Places are limited and camp capacity is set with appropriate supervision, safeguarding and coaching quality in mind.
- For players in Years 6–8, places are allocated on a first-come, first-served basis and are only confirmed once payment has been received.
- Where a camp has a waiting list, payment for an unpaid booking must be received no later than 7 days before the camp start date. THG Hockey will send a payment reminder before releasing an unpaid place.
- If payment has not been received by the stated deadline, and no alternative arrangement has been agreed with THG Hockey, the place may be released to a player on the waiting list. The original player may then be added to the waiting list if a place is still required.

2.1 Year 5 Bookings

- THG Hockey camps are primarily intended for players in Years 6–8. Year 5 players may request a place subject to prior approval by a THG Hockey coach.
- A Year 5 booking remains provisional until THG Hockey confirms the place and issues a payment request.
- Where a camp reaches capacity and Year 6–8 players are waiting, an unpaid provisional Year 5 place may be released to accommodate a player within the camp's primary age group. The Year 5 player will then be added to the waiting list.
- Once a Year 5 place has been approved and payment has been received, the booking is confirmed and will not subsequently be released in favour of a Year 6–8 booking.

2.2 Waiting Lists

- Where a camp reaches capacity, THG Hockey may operate a waiting list.
- Priority is given to Years 6–8 while any Year 5 bookings remain provisional and unpaid. Within the same priority group, available places will normally be offered in the order players joined the waiting list.
- Where a place becomes available, THG Hockey will contact the parent or guardian and provide details of how to secure the place.

2.3 Safeguarding & Camp Capacity

- Camp capacity is determined in accordance with appropriate safeguarding and supervision requirements.
- THG Hockey follows England Hockey safeguarding guidance when determining appropriate adult-to-child ratios. Camp capacity will not be exceeded where doing so would result in THG Hockey being unable to maintain the required level of adult supervision.

3. Transfers of Bookings

- Bookings cannot be transferred to another date for the same child.
- Bookings may be transferred to a sibling or another family, provided:
 - THG Hockey is notified in advance, and
 - all required consent and medical information is provided before the camp starts.

4. Cancellations by the Parent / Guardian

4.1 Standard Cancellations

- Full refunds are available for cancellations made 7 days or more before the camp start date.
- No cash refunds are available within 7 days of the camp start date.

4.2 Illness or Injury

- Where a participant is unable to attend due to illness or injury within 7 days of the camp, a credit will be issued for use with a future THG Hockey camp
- Credits:
 - Are valid for 12 months from the original camp start date
 - May be used for any future THG Hockey camp at any venue
 - Have no cash value and are non-refundable

5. Cancellations or Changes by THG Hockey

THG Hockey reserves the right to cancel or amend camps due to circumstances beyond reasonable control, including (but not limited to):

- Severe weather
- Insufficient participant numbers (exceptional cases only)
- Coach illness affecting safeguarding ratios
- Venue unavailability

Where a camp is cancelled:

- Parents will be offered either a full refund or a credit, at their choice.

Where minor changes are required (e.g. coach substitutions or timetable adjustments), this will not automatically entitle participants to a refund.

6. Weather

- Camps may continue in light or moderate weather where it is safe to do so.
- Where weather conditions make delivery unsafe and a camp is cancelled, parents may choose between:
 - A full refund, or
 - Carrying the booking over as a credit to a future camp

7. Participant Responsibilities

- Participants must bring their own:
 - Hockey stick
 - Shin pads
 - Mouthguard
- Participants must behave in accordance with the THG Behaviour and Expected Code of Conduct Policy.
- THG Hockey reserves the right to remove any participant whose behaviour places themselves or others at risk. No refund will be given in such circumstances.

8. Liability & Personal Property

- Hockey is a physical sport. Although coaches and organisers will take all reasonable steps to ensure safety and to follow England Hockey's guidance on safe hockey practices and first aid provision, injuries **can and do occur**. You acknowledge that your child participates at their own risk, and that THG Hockey, its coaches, volunteers, and England Hockey-affiliated providers accept no liability for injuries arising from normal participation, except where caused by proven negligence.
It is the responsibility of parents/guardians to ensure that players wear appropriate protective equipment (e.g., shin pads and mouthguard) and follow safety instructions.
- THG Hockey does not accept responsibility for:
 - Loss or damage to personal property
 - Injuries arising from normal participation in hockey activities, except where caused by negligence

9. Photography & Video

- Photography and video may be taken during camps for coaching and promotional purposes.
- Any use of images is subject to the consent provided during booking.

10. Consumer Law

- Bookings are for leisure activities on specific dates and are therefore exempt from the statutory 14-day cooling-off period under UK consumer law.

11. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.



THG Hockey – Privacy Notice (Camp-Specific)

This Privacy Notice explains how THG Hockey collects and uses personal information in relation to hockey camps for children.

1. Who We Are

THG Hockey is operated by Chris Hurden (individual). We are the data controller for personal information collected in connection with our camps.

Contact: info@thg-hockey.com

2. Information We Collect

We collect information provided by parents or guardians when booking a camp, including:

- Parent/guardian contact details
- Child's name, age, and hockey-related information
- Medical information, allergies, and emergency contacts
- Consents relating to participation, first aid, and photography

3. How We Use This Information

We use personal information to:

- Administer and safely deliver hockey camps
- Communicate important information before and during camps
- Meet safeguarding and insurance requirements

4. Legal Basis for Processing

We process personal data based on:

- Performance of a contract (camp delivery)
- Consent (medical information, photography)
- Legitimate interests (safeguarding, administration)

5. Data Sharing

We do not sell personal data. Information may be shared only where necessary for:

- Safeguarding or medical emergencies
- Legal or regulatory obligations

6. Data Storage & Retention

- Data is collected via Microsoft Forms and stored securely.
- Information is retained only as long as necessary for camp delivery, legal, or safeguarding purposes.
- Parents may request deletion of data where appropriate.

7. Your Rights

Parents and guardians have the right to:

- Access personal data
- Request correction or deletion
- Withdraw consent

Requests should be sent to info@thg-hockey.com

8. Updates

This Privacy Notice may be updated from time to time. The most recent version will always be made available.