

TERMS & CONDITIONS – CENTAURS SPORTS CLINICS

Booking

Our Sports Clinics are designed for children, with appropriate ages advertised for each specific Clinic. For any children signed up (“participants”) who do not meet the advertised age criteria, please contact us before booking to discuss suitability, or your booking may not be honoured. Full payment is taken at the time of booking. By proceeding with your booking, you confirm that you accept the terms and conditions of the Clinic. Please ensure that you have read and understood all of the terms and conditions below before confirmation and payment for your booking.

Refund and Cancellations

- a) Cancellations made in writing to the Clinic organisers up to 14 days before the Clinic commencement date may receive a refund of 75% of the Clinic fee (with the unrefunded 25% covering booking and admin costs). Cancellations made within 14 days of the Clinic commencement date will not be eligible for a refund.
- b) Any requests for refunds and credits, will need to be raised in writing to the Clinic organisers and will be reviewed on a case by case basis. Decisions will be at the discretion of Centaurs Group and will be final.
- c) We reserve the right to cancel any Clinic due to insufficient numbers or in extenuating circumstances. Parents will be notified at least 7 days prior to the commencement of the Clinic and offered a choice of a full refund of the Clinic fee or a credit to the value of the fee will be provided. Credits may be used within 12 months of the date of issuance.
- d) We make every effort to ensure that the children have a great time in our Clinics, and we receive many happy testimonials. From time to time, however, a child may be withdrawn from the Clinic by their parents because they are not enjoying the Clinic or the Clinic does not meet the expectations of the parents. Please talk to us if this is the case and we will try our best to resolve any issues. However, no refunds will be made if a parent willingly withdraws a child from Clinic early, except in the case of a medical necessity, as outlined above.
- e) There are no refunds for children expelled for inappropriate behaviour. Inappropriate behaviour includes fighting, bullying, aggressive or inappropriate behaviour towards coaches, staff, volunteers, or other participants; vandalism; stealing; repeatedly displaying an uncooperative attitude or disrespect for others; running away from the coaches and/or any other action that, in the opinion of the Clinic Director / Director of Sport, threatens the health, safety, or well-being of any person, or the smooth operation of the Clinic. Under some circumstances, participants

and their parents will be warned if their behaviour is unacceptable, and will be given a chance to improve and change. However, if the behaviour is, in the opinion of the Clinic Director / Director of Sport, too severe, they will be removed from the Clinic immediately.

Drop off and Pick Up

a) The Clinic drop off time is advertised. Participants arriving before this time must be supervised by an adult until the start of Clinic. Centaurs Group will not be responsible for any children before the commencement of the Clinic.

b) The Clinic pick up time is advertised. Please make sure that you arrive promptly to pick up. If you are going to be late, please contact the Clinic Director.

c) Clinic Participants Going Home Alone:

We will not release your child from Clinic except to a person who you have confirmed will collect your child. If you have told us that your child will make their own way home, by taxi or any other means, you agree to the following:

I authorize and give consent to Centaurs Group to release my child from Clinic without parental/ guardian supervision and hereby consent, acknowledge and allow my child to go home from Clinic without parental / guardian supervision.

I, individually and on behalf of my child, hereby release and hold Centaurs Group and their officers, trustees, employees, directors, volunteers, and/or others acting on their behalf harmless from any and all claims that I or my child may have arising from going home from the Clinic by him/herself.

Food and Drink

Parents must send sufficient food with their children for a day at Clinic. We will have a snack break in the morning and ask you to pack a healthy snack for your child (e.g. fruit). We occasionally have children on Clinic with severe nut allergies and ask that you pack a nut-free lunch and snack. We are, however, unable to police the food that a child brings to Clinic and Centaurs Group will not be held responsible from any claims arising from a child having brought nuts or any product containing nuts or produced in a factory that manufactures nuts, onto Clinic. Sweets / treats may be handed out from time to time as prizes for the children throughout the Clinic.

Please ensure that your child is provided with sufficient water for the duration of the Clinic, factoring in strenuous activity and weather conditions. If your child does not

have enough water, we will contact you and request that you deliver it to the Clinic. Whilst we will have regular water breaks and our coaches will encourage the children to drink plenty of water, our coaches cannot force a child who refuses to drink and we accept no liability for cases of dehydration, save in the event of gross negligence of our staff.

Belongings

Please make sure that your child takes everything home at the end of the day (water bottles, lunch box, hat, etc.). Centaurs Group accepts no responsibility for lost or damaged property.

Our Coaches

We provide trained coaches and have at least one trained First Aider on site. We expect to be made aware of any relevant health or ability issues of your child, so that we can cater our activities and communication accordingly.

We expect our coaches and Clinic Director / Director of Sport to be treated with respect and authority by parents and Clinic participants alike. Abusive behaviour or language towards our staff will not be tolerated and will be dealt with in an appropriate manner.

Should you have a concern about one of our coaches, please speak to the Clinic Director.

In the event of a serious accident that may require immediate medical attention, you will be notified immediately and our coaches and/or Clinic Director / Director of Sport may call an ambulance to take your child to the nearest hospital. By enrolling your child in our Clinic, you have given us consent to do so.

Accommodating Children with Special Needs

Centaurs Group strives to be an inclusive organisation and we will do our best to accommodate all children in our Clinics. The needs of each child varies, however, therefore decisions of whether a child is able to join a Clinic will be made on a case-by-case basis, depending on the level of support each individual child requires to enable him/her to fully participate in and enjoy activities at Clinic. We request that parents of children with special needs contact our Clinic Director, prior to booking, to discuss how we can best accommodate their children and consider whether any special arrangements need to be made. Any additional cost in implementing such arrangements shall be borne by the parents. We reserve the right to remove a child

from the Clinic, without refund, if we have not received information prior to the Clinic that subsequently comes to light during the Clinic.

Weather and Haze

For storms, we have a “15-minutes-since-last-strike” policy with thunder and lightning. Activities will take place under the tented area during this time and uncovered areas will be out of bounds until the storm has passed. We are unable to offer refunds in the case of bad weather.

In the event of Haze, we cancel Clinics where the 1-hour PM2.5 exceeds 150. Decisions can be made up to 1 hour before Clinic start time. If more than half of the Clinic is cancelled due to haze, a pro-rated credit will be issued in the value equal to 50% of the original registration cost. Any credit given may be used against Centaurs Group offerings (excluding LooLa Clinics and NZ Rugby Experience) within 12 months of the date of issuance.

The weather is typically hot in Singapore. We ask the children to reapply sunscreen regularly throughout the Clinic and give them time to do so, before starting the next activity. It is your child’s responsibility to listen to our coaches and apply sunscreen when asked. For safeguarding reasons, our coaches will not apply sunscreen on the Clinicians and Centaurs Group cannot be held responsible for a child who fails to follow the coaches’ instructions. We try to keep sunscreen onsite in case a child forgets to bring their own. However, we can accept no liability in the case that a child has an adverse reaction to our brand of sunscreen.

Use of Photos

By booking a Clinic, the guardian or parent of the child (the “booker”) agrees to the following:

I permit photos taken at the Centaurs facility to be used by Centaurs Group for promotional purposes unless word is received in writing explicitly stating that you do not consent.

This includes photographs or digital images, audio visual, sound or digital recordings of the child(ren) participating in the Clinic for media or promotional releases or articles, including newspapers, radio, television or printed publication relating to Centaurs Group or its activities, electronic publications and communications such as the Centaurs websites, newsletters, or social media pages including Facebook, Instagram and LinkedIn.

To protect the privacy of the children, we will not name or “tag” children in captions on media online.

Waiver and Liability

Anyone registering their child for a Centaurs Clinic hereby undertakes, except where excluded by law and save and except for the gross negligence or willful misconduct of the Centaurs Group Private Limited, that they will not hold Centaurs Group Private Limited and/or any of its officers, employees or contractors responsible in the unlikely event of any accident causing injury to their child howsoever caused, sustained in the course of or in connection with the Clinic, “The Pit” or its associated locations at Turf City, Bukit Timah, Singapore.

Privacy Policy

[Download the Centaurs Group Privacy Policy Document](#)

Centaurs Registration Waiver

[Download the Centaurs Group Registration Disclaimer](#)

Information

I confirm that all information provided in the online form is accurate and complete and that there is no missing information regarding my child which could affect the smooth running of the Clinic.