



Centaurs Group Terms & Conditions – Multisports Camps

Last Updated: May 2023

Booking

Our Multisports Camps (“Camps”) are designed for children aged 6-13. For any other children, 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 our Camps. Please ensure that you have read and understood all of the terms and conditions before confirmation and payment for your booking.

Waiver and Liability

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

“I am aware that Centaurs has run many Pit Parties and Camps since the year 2002; that its programmes are specifically designed to be child-friendly and safe; and that there have, to date, been no major accidents. I understand that it is in Centaurs’ own best interest to continue this good track record. I also understand, however, that nobody, including Centaurs and our staff, can provide certainty that no accidents will ever happen.”

Anyone registering their child for a Centaurs Multisports Camp 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 Camp, “The Pit” or its associated locations at Turf City, Bukit Timah, Singapore.

Refund and Cancellations

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1 Jalan Kilang Timor, #06-01 Pacific Tech Centre, Singapore 159303
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Business Registration No.: 200107720D



a) An amount equal to 75% of the camp fee will be refunded if written withdrawal is received at least 14 days before the commencement of the Camp (with the unrefunded 25% covering booking and admin costs). Alternatively, we would be happy to give you a full credit to be used against a future Multisports Camp before 31 December 2023. No refunds will be given for cancellations received within 14 days of the commencement of the camp.

b) Any requests for refunds and credits will need to be raised in writing to the Camp 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 Camp due to insufficient numbers. Parents will be notified at least 7 days prior to the commencement of the camp and a full refund of the camp fee will be provided.

d) We make every effort to ensure that the children have a great time on Camp and we receive many happy testimonials. From time to time, however, a child may be withdrawn from the Camp by their parents because they are not enjoying the Camp or the Camp 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 Camp early.

e) There are no refunds for campers expelled for inappropriate behaviour. Inappropriate behaviour includes fighting, bullying, aggressive or inappropriate behaviour towards either the coaches or another camper, vandalism, stealing, repeatedly displaying an uncooperative attitude or disrespect for others, running away from the coaches and/or any other action that in the Camp Director's opinion threatens the health, safety, or well-being of any person, or the smooth operation of the Camp. Under some circumstances, campers 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 Camp Director, too severe, they will be removed from Camp immediately.

Drop off and Pick Up

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a) Drop off time is 9am. Campers arriving before this time must be supervised by an adult until the start of Camp. Centaurs Group will not be responsible for any children before the commencement of Camp.

b) Pick up time is 3pm. Please make sure that you arrive promptly to pick up. If you are going to be late, please contact the Camp Director. If you are more than 20 minutes late for pick up, we reserve the right to charge a late fee of \$50 for the first 20 minutes and for every 20 minutes thereafter, to cover the overtime fee of our coaches.

c) Campers Going Home Alone:

We will not release your child from Camp 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 Camp without parental/ guardian supervision and hereby consent, acknowledge and allow my child to go home from Camp 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 Camp by him/herself.

Food and Drink

Parents must send sufficient food with their children for a day at Camp. 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 camp 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 camp 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 Camp.

We will provide an isotonic drink during the mid-morning snack time. Please let the Camp Director know in advance if you do not wish your child to have this drink.

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Please ensure that your child has two large (1 litre) bottles of water each day. 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 with at least one with a first aid qualification. 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 Camp Director to be treated with respect and authority by parents and children 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 Camp Director.

In the event of a serious accident that may require immediate medical attention, you will be notified immediately and our coaches and/or Camp Director may call an ambulance to take your child to the nearest hospital. By enrolling your child on our Camp, 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 on our camps. The needs of each child varies, however, therefore decisions of whether a child is able to join a camp 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 Camp. We request that parents of children with special needs contact our Camp

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

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 The Pit 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 Camps where the 1-hour PM2.5 exceeds 150. Decisions can be made up to 1 hour before Camps start time. If more than half of the camp is cancelled due to haze, a credit will be issued in the value equal to 50% of the original registration cost. If less than 50% of the camp days are cancelled due to haze, no credit or refund will be issued. Any credit given may be used against the cost of any Multisports Camp before 31 December 2023.

The weather is typically hot in Singapore. We ask the children to reapply sunscreen regularly throughout the day 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 campers 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. We have a “no hat no play” policy. Please ensure that your child brings a hat, to avoid disappointment. No refunds will be issued if a child is unable to join in activities due to not having a hat.

Use of Photos

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

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

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This includes photographs or digital images, audio visual, sound or digital recordings of the child(ren) participating in the Pit Party for media or promotional releases or articles, including newspapers, radio, television or printed publication relating to Centaurs Kids 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.

Privacy Policy

The Centaurs Group Privacy Policy Document is available on the Centaurs Group website.

Centaurs Registration Waiver

The Centaurs Group Registration Disclaimer is available on the Centaurs Group website.

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 a Camp.

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