



# **NIKE TENNIS CAMPS**

# **PARENT GUIDE**

**2024**

# CONTENTS

<b>CONTENTS</b>	<b>2</b>
<b>INTRODUCTION</b>	<b>3</b>
<b>TRAVEL AND VENUE</b>	<b>4</b>
➔ ARRIVAL	4
◀ DEPARTURE	4
<b>WHAT TO BRING</b>	<b>5</b>
SPORTS KIT AND EQUIPMENT	5
EVERYTHING ELSE	5
<b>PLAYER WELFARE ON CAMP</b>	<b>6</b>
PLAYER WELFARE INFORMATION REQUIRED	6
NUTRITION AND DIETARY REQUIREMENTS	7
CONTACTING CAMP	7
SETTLING IN	8
INJURY	8
ILLNESS	8
MEDICATION	9
COACHING AND TEACHING GROUPS	10
ROOM SHARING	10
PAYMENT METHODS	10
MOBILE PHONES & VALUABLES	11
LAUNDRY	11
<b>AIRPORT TRANSFERS</b>	<b>12</b>
<b>VISA SUPPORT LETTERS</b>	<b>13</b>
<b>USEFUL INFORMATION</b>	<b>14</b>
TRAVEL INSURANCE	14
BEHAVIOUR DURING CAMP	14
FOLLOW US ON SOCIAL MEDIA	15
ANY QUESTIONS?	16

# INTRODUCTION

Thank you for booking a place on our camp this summer. This guide will help you and your child to prepare for the camp and hopefully answer your questions. We encourage you to read it all the way through with your child to ensure you both know what to expect and how to prepare.

Close to the start of the camp we will email you with direct contact details for the camp and other essential information. In the meantime, if you have any questions, our office team or your authorised agent will be happy to help you.

# TRAVEL AND VENUE



Address: Radley College, Abingdon, Oxfordshire, OX14 2HR, England, UK

[Click for Google Maps link](#)

## ➔ ARRIVAL

Unless you have booked our airport transfer service, please arrive between 09:30 and 12:30 on the camp start date (Monday). Please let us know in advance if you are not able to arrive during these times. We will email you with detailed directions to the camp registration area nearer to the start date. An adult must accompany your child to registration unless you are using our airport transfer service. Every player must bring their passport to registration. We can keep passports securely at the camp or pass them back to a parent/guardian for safe keeping. The adult **MUST PROVIDE A COPY OF THEIR PHOTO ID** which will be kept on record. During registration we need to know the name of the authorised adult collecting your child from the camp. You will receive a collection password that must be quoted by the person collecting. If you would like someone else to collect your child (family friend/driver) you need to complete an official permission form in advance. Please contact us to request this.

## ← DEPARTURE

Unless using our airport transfer service, please collect your child between 09:30 and 12:30 on the last day of the camp (Sunday). Only the parent/legal guardian named on arrival is permitted to collect the player unless we have received an official permission form in advance for another nominated person to collect the child. The parent, legal guardian or authorised adult **MUST PROVIDE A COPY OF THEIR PHOTO ID** which will be kept on record, as well as quoting the collection password when collecting the child. Your child will not be allowed to leave the camp without an adult or be collected from an excursion. This is essential for our safeguarding obligations.

# WHAT TO BRING

**PLEASE LABEL** all clothing with sewn-in name labels or a laundry pen. We cannot allow children to participate in sports without appropriate kit and equipment, including footwear.



## SPORTS KIT AND EQUIPMENT

- Indoor and outdoor tennis shoes, non-marking trainers and sports socks
- Tennis racket
- Tennis clothing (enough for at least 5 days)
- Tracksuit and fitness clothing
- Swimming kit
- Warm base layer
- Cap or sun hat
- Wet-weather clothing



## EVERYTHING ELSE

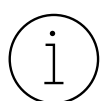
- Passport
- Clothes: casual clothing, nightwear, underwear, warm sweater, waterproof coat
- Casual shoes/ trainers for evening activities and games
- Toiletries including sunscreen
- 2 towels
- Laundry bag
- Mobile phone and charger
- 2-pin to 3-pin UK plug adapter
- Payment card or contactless payment device (at your discretion). The camp is cashless. Cash may be accepted on some excursions.
- We will provide bed linen, stationery – books, pens, etc.



**PLEASE DO NOT BRING** valuable items like laptops and jewellery, travellers' cheques or cash. Cash may be accepted on some excursions but is not accepted on camp. Any medication that does not comply with the rules in the Medication section of this document.

# PLAYER WELFARE ON CAMP

We have a dedicated welfare team on site all day and night to ensure the safety and wellbeing of every child, both physically and emotionally. All our staff have been subject to an Enhanced Disclosure & Barring Service (DBS) check and trained in Child Safeguarding. Please help us to provide the best care for your child by reading and complying with the contents of this document.



## PLAYER WELFARE INFORMATION REQUIRED

You must provide us with player welfare information including dietary, medical and emergency contact details for your child so that we can provide the best possible care.

### **If your child DOES NOT have an existing medical condition or allergy:**

Please ensure you provide this information at least TWO MONTHS BEFORE ARRIVAL.

Players will not be accepted on to the camp without a completed Player Welfare Form.

### **If your child DOES have an existing medical condition or allergy:**

You must complete the Player Welfare Form as soon as you have made your booking.

We may ask for further information before we accept your booking and in certain circumstances, we may not be able to accept the booking if we believe that we do not have the expertise, experience or facilities to properly care for the player.

If you book the camp less than two months before the start date, please complete the Player Welfare Form immediately.

More instructions on how to complete the Player Welfare Form are available in your confirmation email, or through your authorised agent.

**Players that arrive with undisclosed medical conditions may be refused entry to the camp and sent home.**



## NUTRITION AND DIETARY REQUIREMENTS

The player welfare information will ask about allergies and dietary requirements. We can cater for many dietary requirements but must be notified at least **TWO MONTHS BEFORE ARRIVAL**. Meals on our camps are nutritionally balanced and designed for young athletes. We provide a variety of meal options to choose from including at least one vegetarian option.

We teach and monitor each player to ensure they are eating and drinking enough during the camp and our coaches ensure players drink lots of water during training sessions.

**Nuts are not permitted on any of our camps.** Please do not bring any food containing nuts on to the camp.



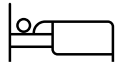
## CONTACTING CAMP

Close to the start date of the camp, you will receive an email from us or your authorised agent detailing the email address and contact numbers for the camp office.

The camp is a busy and vibrant place and we ask that you email us with anything administrative rather than call. We can also pass on any messages to your child sent via email.

Our camp office is open 9am to 5pm, Monday to Friday with an emergency contact number for out-of-hours emergencies. Sometimes our phone lines can get busy. Please bear with us. If you can't get hold of us by phone, please send an email and someone will get back to you.

In advance of camp, please direct any questions about your booking and administration to our head office. During the camp, please only contact our head office about administrative enquiries related to your booking. All other questions can be addressed to the camp office.



## SETTLING IN

We understand that for some children, being away from home can be stressful to begin with. Our staff are trained in identifying and helping children who are worried about being away from home. Most children settle in and love their time on camp after meeting new friends and enjoying some fun activities.

Too much contact with home in the first two to three days can prolong homesickness so we ask parents to encourage children to be independent during their time with us and keep contact to a minimum. We will, of course, inform you if there are any persistent issues that occur. We will also pass on any personal messages that you send to us via email.



## INJURY

Certified and trained therapists will be available during the day to assess sports injuries, as well as running clinics providing support and advice. All our venues are within 30 minutes of a hospital if required. Our coaches help to minimise the risk of injury by ensuring that all children engage in extended warm-up and cool-down exercises before and after every training session. If your child has an existing injury at the start of the camp, please inform the staff at registration. Coaches will be made aware of the injury and monitor the child's progress during training sessions. New footwear can cause blisters. Please ensure your child wears-in any new sports shoes before the start of the camp to minimise the risk of blisters.



## ILLNESS

Nurses will be available at certain times during the camp to assess and monitor any illnesses. We also have remote access to a doctor for additional support, and all our venues are within 30 minutes of a hospital if required. We will contact you if your child is unwell to discuss the best course of action.





## MEDICATION

If your child takes medication, you must submit detailed information about this in the Player Welfare Form. If your child starts taking medication less than 10 days before the start of the camp, please email [medical@eurosportscamps.com](mailto:medical@eurosportscamps.com) with detailed information about this. Our doctor will review the medication requirements to ensure we can accommodate this and notify you by email. On site, our team will assist the player to take their medication and will keep it in a safe place.

### **Any medication brought onto camp must:**

- Be stored in the original container in which it was dispensed (not in a pill box/organiser)
- Be appropriate for the child's age
- Be identifiable, appropriate and not illicit in the UK

### **All medication must also have the following information clearly marked in English:**

- Name of the medication
- Name of the child the medication is prescribed for
- Date the medication was prescribed
- Dosage, time and frequency of administration

**It is illegal for us to administer medication that does not comply with the above list.**

**Prescribed medication that does not meet any of the above criteria may be confiscated and returned to the parent/guardian. Players that arrive with undisclosed medications or medical conditions may be refused entry to the camp and sent home.**



## COACHING AND TEACHING GROUPS

For sport, coaches group players by age and ability. This is to ensure that each player receives the best coaching experience possible. We understand that players coming onto our camps may want to be in the same group as a friend, but we believe this grouping policy places each child in the best coaching group for them to develop as players. For English, teachers group students by age and ability after an online language assessment before the camp starts and a verbal assessment on arrival.



## ROOM SHARING

We try to accommodate everyone's needs when organising rooms. Radley College only offers single bedrooms; it is not possible for your child to share with another player.



## PAYMENT METHODS

Our site is now cash free. The camp shop only accepts card or contactless payments. All retailers/food outlets on excursions also accept card and contactless payments. While we provide all meals, if you would like your child to have spending money for snacks and souvenirs, we recommend providing your child with a card or contactless payment device to bring to the camp. Any cash brought on site will be submitted to the bank on arrival and won't be reissued until the end of the week for the excursion. Please note that some excursion venues also do not accept cash.



## MOBILE PHONES & VALUABLES

For players to make the most of their time on camp, we operate a phone and valuables 'bank' system. This means we look after phones, payment cards and contactless devices, important documentation, and other electronic devices in a secure location during certain camp activities and overnight. This helps keep valuables safe and ensures that phones do not distract players during sessions or keep them up at night. Less screen time also creates a great social camp atmosphere. Players will have a dedicated period each day where they can use their phones. Please explain this to your child before the camp so they know what to expect.

Although we will wake the players each morning, they may wish to bring a watch or alarm clock. We also ensure players have access to all their valuables when they go on excursions.



## LAUNDRY

A free laundry service is available at the camp once a week (for those staying two weeks only). Please ensure your child has enough clothes for at least one week of sports training, excursions and downtime and label all clothing with sewn-in labels or a laundry marker. Please also bring a laundry bag or string bag to assist with keeping laundry organised.

# AIRPORT TRANSFERS

Please book any transfers you require at least **ONE MONTH BEFORE ARRIVAL**. More detailed information on transfers is available in a separate Transfers Guide.

## AVAILABLE FROM:



London Heathrow Airport (LHR)

London Gatwick Airport (LGW)

## HOURS OF OPERATION:



For flights arriving: 08:00 – 16:00 on Monday, the first day of the camp

For flights departing: 11:00 – 18:00 on Sunday, the last day of the camp

We have a dedicated team of staff located at selected airports on arrival and departure days. If you book an arrival airport transfer, your child will be met by a member of our staff as they walk through to the arrivals hall. Your child will be escorted from this point all the way from the airport to the camp venue.

On departure, we aim to get your child to the airport at least 3 hours before their scheduled departure time. We have a team of staff at the airport who will support with any waiting and assist your child with the check-in process at the airport and up to security. We can also arrange to transfer your child to the airline's unaccompanied minor service if you have booked this service with the airline and informed us in advance.

If you are not arriving on a flight but are planning to drop your child at the airport to use our service, please speak to us in advance and we will advise the best time to do this.

# VISA SUPPORT LETTERS



We are accredited by the British Accreditation Council, so we are authorised by the UK Border Agency to issue visa support letters.

If your child requires a visa to enter the UK and you require a visa support letter to assist with your visa application, please ensure you request one in plenty of time for your visa application to be granted prior to travel. We cannot advise on the visa application process or how long it takes as it can vary by country. We can only issue these letters for players attending our camps (not for guardians/adults).

You can request a visa letter by emailing us or contacting your authorised agent.

If your visa application is unsuccessful and you provide us with proof of this more than 45 days before the start of the camp, we will be happy to offer you a full refund.

# USEFUL INFORMATION

## TRAVEL INSURANCE

We're pleased to be able to offer a free [international student travel insurance policy](#) as part of your booking. Provided by Endsleigh, the cover includes emergency medical assistance and medical costs, protection in the event of cancellation or curtailment, and cover for loss, theft of, or damage to, baggage and personal money. This means that if you cannot attend, a successful insurance claim will reimburse the camp fees and travel costs.

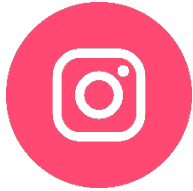
## BEHAVIOUR DURING CAMP

The children at our camps are expected to always do their best. Our Child Code of Conduct and Behaviour Policy forms part of our Booking Terms and Conditions. It is designed to ensure that each child is safe and enjoys their time on camp. A copy of our Player Code of Conduct can be found in our Booking Terms and Conditions or requested through your authorised agent.

We respond quickly to issues of fighting, verbal and physical intimidation, or persistent bad behaviour. Our camps are a professional sporting environment, and the use of alcohol, tobacco and drugs is strictly prohibited.

## FOLLOW US ON SOCIAL MEDIA

To keep up to date with the action on our camps this summer, follow us on Instagram. We also post some updates to Facebook and TikTok.



INSTAGRAM

[@eurosportscamps](https://www.instagram.com/eurosportscamps)



FACEBOOK

[@esc.summercamps](https://www.facebook.com/esc.summercamps)



TIKTOK

[@eurosportscamps](https://www.tiktok.com/@eurosportscamps)

We love to hear from you on social media too!

#nikesportscamps #nikesportscampsuk

## ANY QUESTIONS?

Thanks for reading. Hopefully you now have all the information you need to help your child get ready for a great camp experience that they'll never forget.

You can find even more information in our Booking Terms and Conditions, which you should also read in full. These are available online, in your order confirmation or through your authorised agent. Also, don't forget to read the Transfer Information Pack, which will be sent to you if you have booked an airport transfer, or you can request it. If you have any questions, please contact us or your authorised agent by phone or email.



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**CAMPS**

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