

Champions at Heart

School Holiday Program — Terms and Conditions

Please read carefully before completing your booking.

By booking a place in a Champions at Heart School Holiday Program, you (the parent or guardian) agree to the following terms and conditions. These terms exist to ensure the safety, wellbeing, and enjoyment of all participants.

1. About the Program

Champions at Heart School Holiday Programs are interactive mindset sessions designed for children aged 7–14. Programs are held at outdoor spaces and parks and focus on building confidence, resilience, emotional regulation, and positive team culture through sport-based activities.

Programs are facilitated by Kelsey Wishart — primary school teacher, Assistant Principal, and founder of Champions at Heart — who holds a current Working with Children Check (WWCC).

2. Bookings & Payment

- All bookings must be made in advance. Places are not guaranteed until full payment has been received.
- Payment is required in full at the time of booking to secure your child's place.
- Accepted payment methods will be confirmed at the time of booking.
- Program places are limited and allocated on a first-come, first-served basis.
- A confirmation email will be sent once your booking and payment have been received.

 *Bookings are not transferable to another child without prior written approval from Champions at Heart.*

3. Cancellations & Refunds

We understand that plans can change. The following cancellation policy applies:

- A full refund will be given if you cancel within 24 hours of completing your booking.
- Cancellations made after the 24-hour window are non-refundable.
- If your child is unable to attend due to illness, please contact Kelsey as soon as possible. A credit toward a future program may be offered at Kelsey's discretion.
- If Champions at Heart cancels a program due to weather, insufficient numbers, or unforeseen circumstances, a full refund or credit will be offered.

 *All cancellation requests must be submitted in writing via email to kelsey@championsatheart.net.*

4. Weather & Outdoor Programs

Champions at Heart programs are held outdoors. The following applies in relation to weather:

- Programs will proceed in light rain. Please ensure your child is dressed appropriately for the weather.
- In the event of severe weather (including thunderstorms, extreme heat, or conditions deemed unsafe), the program may be postponed or cancelled. Affected families will be notified as early as possible.
- A full refund or credit will be offered in the event of a weather-related cancellation by Champions at Heart.
- Please apply sunscreen to your child before arriving. Hats are strongly encouraged for all sessions.

5. Drop Off & Pick Up

- Children must be signed in by a parent or guardian at the start of the session and signed out at the end.
- Please arrive 5–10 minutes before the program start time to allow for a smooth sign-in process.
- Children will not be released to anyone other than the authorised person listed at the time of booking. Please notify Kelsey in advance if a different person will be collecting your child.
- Late pick-up (more than 15 minutes after the program end time) may incur an additional fee of \$1 per minute. Repeated late pick-up may result in your child's place being forfeited.
- Champions at Heart does not provide supervision before or after the scheduled program time.

6. Health, Medical & Special Requirements

- Any medical conditions, allergies, or special requirements must be disclosed at the time of booking via the registration form.
- If your child requires medication during the program (including EpiPens or asthma puffers), this must be provided by the parent/guardian and clearly labelled with the child's name and dosage instructions.
- Champions at Heart staff are not trained to administer medication other than in an emergency first aid situation.
- In the event of a medical emergency, Champions at Heart will call 000 and contact the parent/guardian immediately.
- Children who are unwell on the day of the program should not attend. If your child displays symptoms of illness upon arrival, you may be contacted to collect them.

 A basic first aid kit is available on site at all times. Kelsey holds a current first aid certificate.

7. Behaviour & Participation

Champions at Heart is committed to providing a safe, inclusive, and positive environment for all participants.

- All children are expected to treat other participants, facilitators, and the environment with respect.
- Bullying, aggressive behaviour, or language that is harmful to others will not be tolerated.
- If a child's behaviour is disruptive or unsafe, Champions at Heart reserves the right to contact the parent/guardian and ask for the child to be collected. No refund will be provided in this circumstance.
- Children are encouraged to participate at their own pace. No child will be forced to participate in any activity they are uncomfortable with.

8. Photography & Social Media

- Champions at Heart may take photographs or short videos during programs for use on our website, Instagram, and other promotional materials.
- Consent for photography will be requested at the time of booking. You may opt out at any time by notifying Kelsey in writing.
- No images of children will be posted on social media without prior written consent from their parent or guardian.
- Parents and guardians are welcome to take photos of their own child during sessions, but are asked not to photograph other participants without their parent's consent.

9. Liability

- Champions at Heart holds current public liability insurance for all programs.
- Participation in physical activity involves inherent risk. While all reasonable steps are taken to ensure the safety of participants, Champions at Heart is not liable for minor injuries that may occur during normal program activities.
- Parents and guardians are responsible for ensuring their child is physically capable of participating in sport-based activities.
- Champions at Heart is not responsible for any loss or damage to personal belongings brought to the program.

 Please leave valuables at home. Champions at Heart cannot be held responsible for lost, stolen, or damaged items.

10. What to Bring

Please ensure your child arrives at each session with the following:

- Comfortable, active clothing suitable for outdoor sport
- Enclosed, supportive shoes (no thongs or sandals)
- A hat and sunscreen already applied

- A water bottle (labelled with your child's name)
- A healthy snack if the session is longer than 90 minutes
- Any required medication clearly labelled

11. Contact & Communication

For any questions, changes, or concerns regarding your booking, please contact Kelsey directly:

- Email: kelsey@championsatheart.com.au
- Phone: 0416 630 001
- Website: www.championsatheart.com.au

Kelsey will endeavour to respond to all enquiries within 24 hours.

Agreement

By completing your booking and submitting payment, you confirm that you have read, understood, and agree to these Terms and Conditions on behalf of yourself and your child.

These Terms and Conditions are subject to change. The most current version will always be available at championsatheart.net.

Strong minds. Confident athletes. 

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