



CRICKET

FAQs

General Questions

How do I pay?

You can pay for our camps, courses and masterclasses through our online booking system. All of these can be found on each club's specific webpage. We also accept cash on the day in certain circumstances but this must be discussed and approved by a head coach.

What qualifications do 360 Cricket coaches have?

All of lead coaches are at least an ECB Level 2/ECB Level 2 equivalent or above. We also have ECB Level 1 and multi-sport coaches who support our lead coaches. We pride ourselves on developing young coaches through programmes such as The Duke of Edinburgh award & the ECB young leaders course. These young coaches help to support sessions and develop their own fundamental coaching techniques.

Are 360 Cricket coaches DBS checked?

All of our lead coaches have a in date DBS check and also hold all the required safeguarding and first aid certificates.

How do I provide feedback?

We are always looking for players, parents/guardians and anyone related to anything we do to provide us with feedback. We truly believe that this is one of the most powerful tools for us to improve our services to players and clubs. Please contact us on info@360cricket.co.uk to provide us with feedback.

What is your property policy?

As a general rule, 360 Cricket will not be held responsible for any equipment that is broken/damaged or stolen. In exceptional circumstances where a coach has been directly responsible for something breaking/being damaged we will resolve this issue with the relevant people. Lost property will be kept by us for a period of 1 month.

What is your player inclusion policy?

We pride ourselves on making cricket accessible to all. We will do our utmost to cater for all additional needs and disabilities. With this being said, we hold the right to make a decision on a case-by-case basis in regards to whether we can cater for an individual with the coaches/equipment we have to offer.

What is your child exclusion policy?

360 Cricket reserves the right to exclude any child if their behaviour is deemed severely disruptive, aggressive or unsafe. Please note that if this happens we will not offer a refund and that child/children will not be able to attend anymore 360 Cricket functions unless a head coach authorises it.

What is your GDPR & use of photographs/videos policy?

Photos and video footage may be used for promotional & coaching purposes in regards to 360 Cricket. Please remember, you must opt out of this during the registration process or let us know when your child/children arrive.

360 Cricket is partnered directly with cricket clubs across the country. Contact information will be shared with the clubs that your child/children have attended. Should you wish to stop receiving informative emails, contact the cricket club directly with "unsubscribe" in the header.

We will occasionally email previous customers with our latest news/courses that we have to offer. If you wish to opt out of our mailing system then please email us (info@360cricket.co.uk) with "unsubscribe" in the header.

Camps

How much do the camps cost?

Camp costs/discounts are displayed in the checkout section of our booking system. As a general rule they are normally:

1 Day	£47
2 Days	£88 (Save £6)
3 Days	£130 (Save £11)
4 Days	£165 (Save £23)

Do your camps become fully booked?

If you are unable to book through our online booking system it will be because the camp day(s) are full. However you can email us (info@360cricket.co.uk) and we can advise you as to whether there are still some spaces/but you on a waiting list. To avoid this happening as much as possible please do book as soon as possible

What happens if it rains on a camp day? (Outside of Covid-19 Regulations)

If it rains our camps will still go ahead as planned. Through meticulous planning, a wide variety of resources and the employment of experienced coaches we will still provide a well-rounded and enjoyable experience for all our players.

What happens if it rains on a camp day? (During Covid-19 Regulations – Updated 11/03/2021)

Each club will have its own rain cancellation policy. If you wish to know more information about this please email us (info@360cricket.co.uk) with the club location that you are looking to/have booked onto.

Arrivals and collections

Parents/guardians are required to sign their child/children in and out for each camp day. The times of each of our camps are clearly shown on the website & email receipt. If you are dropping off or collecting other people's children please provide the head coach with evidence that this has been agreed.

Cancellation Policy

If for any unforeseen circumstances we have to cancel a camp we will provide the customer with a full refund within 2 working days of receiving the relevant bank details.

Winter Courses

Do your courses become fully booked?

If you are unable to book through our online booking system it will be because the course is full. However you can email us (info@360cricket.co.uk) and we can advise you as to whether there are still some spaces/but you on a waiting list.

Course adjustments

Very occasionally the dates/times/venues/staffing may change at our courses. We will always strive to give parents/guardians and players as much notice as possible if any changes do occur.

Cancellation Policy

If for any unforeseen circumstances we have to cancel a course we will provide the customer with a full refund within 2 working days of receiving the relevant bank details.

If you have any questions please do email us – info@360cricket.co.uk