



CRICKET

Frequency

Asked

Questions

If any question you have is not answered in this document then please email

- info@360cricket.co.uk

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)
5 Days (Winter Camps Only)	£199 (Save £36)

Do your camps become fully booked?

On occasions, our camps will become full. 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/ put you on a waiting list. To avoid this happening as much as possible please do book our camps as soon as possible.

What happens if it rains on a camp day? (Applies to outdoor camps only)

If the rain isn't too heavy/persistent 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. If the clubhouse/sheltered areas are not suitable for indoor provision then we may have to cancel the camp day (please note that this has not happened on a camp day to date).

If we believe that it is going to rain all day/be too heavy then we may cancel the day by informing the parents the night before.

On rare occasions, the forecast may change and become very wet in the morning and look like no practical play will be possible. If this happens we will inform parents and offer a half day refund (collection by 1:00pm) by contacting them in the morning as soon as possible.

Camp Adjustments

Very occasionally the dates/times may change at our camps. We will always strive to give parents/guardians and players as much notice as possible if any changes do occur. All of our course correspondence is communicated via email, so please do ensure you put the correct email address(es) in the booking form.

What time is 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 & via 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.

Camp Start Time – 9:00am
Camp Finish Time – 4:00pm

Early drop offs/late collections

We do not offer early drop offs or late collections on our camp days. If you are going to be late please email info@360cricket.co.uk.

Cancellation Policy

If for any unforeseen circumstances we have to cancel a camp, we will provide the customer with a full refund within 10 working days once we have received the relevant bank details.

Children's Playing Equipment

We are able to provide all of the playing equipment for children. This includes softball bats, balls etc. It also includes hardball equipment such as a helmet, gloves, pads etc.

We do however encourage children to bring their own bats and hardball playing equipment if they have their own.

What should my children wear to the camp?

Please dress your child/children in sports clothing if possible. Also please dress/pack them clothes depending on the weather (e.g. a hat if it is sunny or a coat if it is cold/wet).

How are children split into groups?

We have three different age groups on our camp days. We will initially put children into these groups based off of their ages. However, if parents wish their child to move up/down a group we are always open to having these conversations.

T20 (Softball)	ODI (Softball)	Test (Hardball)
5-7 Years of Age	8-9 Years of Age	10-13 Years of Age

Also, if during the camp day a child doesn't feel comfortable in their group we may move them up/down, but we will always inform their parents.

We also understand that some children attend our camps with their friends, relatives or other children from their school. We will always endeavour to put children with their friends where this is feasible.

Lunch & Food

Please note that we do not provide lunch/snacks for children so please do. We may provide treats on certain days (see websites for allergies etc). We will be able to provide children with water throughout the day but please do pack a water bottle for them.

For more information about how our camps work, please visit - <https://360cricket.co.uk/all-camps/>

Winter Courses

Do our 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. All of our course correspondence is communicated via email, so please do ensure you put the correct email address(es) in the booking form.

Cancellation Policy

If for any unforeseen circumstances we have to cancel a camp we will provide the customer with a full refund within 10 working days of receiving the relevant bank details.

Children's Playing Equipment

We are able to provide all of the playing equipment for children. This includes softball bats, balls etc. It also includes hardball equipment such as a helmet, gloves, pads etc.

We do however encourage children to bring their own bats and hardball playing equipment if they have their own.

What should my children wear to the course?

Please dress your child/children in sports clothing if possible and pack them a water bottle (try to avoid them attending in their school uniform if possible as they may dive and rip/'burn' their uniform on the floor.

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 our 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 on an independent basis.

What is our 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 our 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.