



Sydney Thunder c/o Cricket NSW,
PO Box 333, Paddington,
NSW 2021

+61 02 8302 6099
sydt@sydneythunder.com.au

sydneythunder.com.au sydneythunder @thunderbbl @thunderbbl

CAMP THUNDER FAQs

Q: What age group can attend Camp Thunder?

Camp Thunder is open to boys and girls at a recommended age of 8 – 10 years. Please note, Camp Thunder does accept children aged 8 – 12 years, however reinforces these camps are most suited to entry level participants.

Q: My child is just outside the relevant age for a particular course. What can I do?

Unfortunately, children need to be aged between 8-12 years to participate.

Q: What time does Camp Thunder start and finish?

9:00am – 1:00pm

Q: Does my child need to be signed in and out by a parent or guardian?

Every child must be accompanied by an adult for registration at the start of each day and collected by an adult at the end of each day. No child will be permitted to leave without being signed out by an appropriate parent or guardian. All children will receive a wristband with contact details as a safety precaution.

Q. What happens after I book online, or send in an application form?

Once your booking is processed, you will be sent a confirmation email with full details of the purchase. You will then receive an email in the days leading into the camp with all the information that you need to know.

Q. What does my child need to bring with them each day?

- A change of clothes
- Sunscreen, sunhat and sunglasses
- Medication (if required)
- Action plans (if applicable)
- Handkerchief or tissues
- Water bottle
- Cricket bat (not required but welcomed)
- Food and drinks (Strictly no nut products)

Q. What clothing should be worn on the first day?

Any clothing can be worn on the first day. Participants who have paid for a camp pack will receive their items on the first morning of the clinic. They can wear items from their camp pack straight away and for the duration of the clinic.

Q. Are lunch or snacks provided?

No. Participants will need to bring their own lunch and snacks in a clearly marked lunch box or bag. We request that you do not bring any foods containing nuts or nut products. We will provide access to water. Camp Thunder requests that children do not swap or share food and drink with other children at the camp. Camp Thunder is strictly nut free.





Q. What is the process around allocating children into groups?

Each child may be put into a group with other children of same/similar age. You can also request your child be put into a group with their friends of similar age when registering online. On the first day, the coaches will assess the skill level of each child to ensure they are in the appropriate group, and changes can be made at that point.

Q. Can the parents stay at the clinic during the day?

Parents are welcome to stay and watch. All children will be completely supervised for the whole day so there is no need for you to stay if you have other commitments.

CANCELLATIONS

Q. Refund Policy

If you have to cancel we will issue you a full refund if you cancel two weeks prior to the start date of the camp. If you cancel within the two weeks before the camp we will issue you a voucher valid for a full calendar year. Your camp voucher is transferable to any family. Once the camp begins and you take active participation you are not eligible for any refund in the case of injury or sickness.

Q. Does weather affect if the clinics run or not?

Camp Thunder endeavours to have wet weather alternatives for each camp site. Wet weather venues are indicated during registration and in your confirmation packs. Some wet weather venues may differ to the fair weather venue. All parents will be notified by 8am via text message in the instance where a clinic needs to be moved due to weather. In the circumstance where a clinic moves indoors, the children will need to wear indoor shoes or runners.

In the event a clinic needs to be cancelled due to weather, all parents will be notified by 8am via text message if there is a need to cancel a clinic for the day due to weather.

If during the day we are unable to work around any weather issues that come in suddenly, then parents are sent a text message requesting pickup of their children from the venue, but we try to avoid this as best we can.

Q. Can I get a refund if the clinic is cancelled?

In the circumstance that the clinic is cancelled due to wet weather, fees will be credited to the next school holiday clinic only. Please note that refunds are not available and credits not used at the next school holiday clinic are forfeited.

- 2 day wet weather cancellation = \$100 credit
- 1 day wet weather cancellation = \$50 credit





Credits are not pro-rated if a clinic is cancelled during the day. If there is more than one and a half hours play, no credits are applied. If there is less than one and a half hours play, a full day credit will be issued.

Note, some of our holiday clinic venues have indoor facilities, and in the circumstance the clinic moves indoors, the children will need to wear indoor shoes or runners.

Q. What if my child is sick/injured?

If a child is ill and cannot make it to 1 or 2 days of the clinic, we can provide a credit to the next holiday clinic. If you are unable to use a credit in the current or next holiday period then we will require a copy of a medical certificate covering the period the child is ill/injured to be emailed to sydt@sydneythunder.com.au for a refund.

TECHNICAL ISSUES

Q. I am having trouble registering online, what can I do?

Although we don't anticipate any problems, our IT provider has suggested that a simple change of browser may help with any problems experienced with website functionality. Chrome and Firefox browsers tend to be the most effective.

BOOKINGS

Q. Can I book a clinic for 1 day only?

Camp Thunder clinics are 2 half days in duration. Due to demand, we are unable to offer variations to the program.

Q. Do all the staff have Working with Children Checks?

Yes, Camp Thunder check all coaching staff and supervisors' Working with Children Check status prior to employment.

