



LEICESTER CITY
IN THE COMMUNITY

Football Camps FAQs

FBS
trade online

FAQs

Key Details

Q. When and where are the Football Camps being held?

Leicester City in the Community run Football Camps during the half term and summer holidays. Please find out more information and book using this link www.lcfc.com/football.

Q. My child is a beginner, can she attend?

Yes, our camps are open to anyone and suitable for all abilities.

Q. Are there any sessions for goalkeepers?

We run goalkeeper camps during the summer holidays. However, all our sessions are suitable for goalkeepers and they will benefit from attending

Q. What should I expect?

Benefits = Improve their playing ability, gain extra training, keep active, make new friends, build confidence and have fun whilst playing football.

Football Camps = Suitable for all abilities, children can expect a day consisting of skills development sessions, engaging challenges, matches and small-sided tournaments. Every child will receive a medal with prizes available and opportunities to win individual prizes. As well as special appearances throughout the year.

Q. What should my child bring?

Appropriate warm clothing for your children to play football in case of bad weather (**coat & jumper**). All participants must bring **shin pads, long football socks, goalkeeper gloves (if applicable) and any medication they require**. Please also bring a bottle of drinking water, snack and packed lunch (**No Nuts**), but remove all jewellery (e.g. earrings) prior to their arrival.

All venues have an outdoor pitch and if we experience bad weather we will move indoors (Dependent on the venue). For this reason, please prepare accordingly and ensure your child has appropriate footwear for both indoors and outdoors. For example, **Astroturf boots recommended** or football boots with moulded/plastic studs and **indoor trainers**. No metal studs to be worn.

Q. Where do I register OR collect on the day?

Camp registration will take place at between 9:00am and 9:30am. Please park in the car park at both drop off and pick up. Then make your way to the pitch to register and drop off your child.

Pick up will take place at the registration point from 3pm, where we will complete the sign out process. Please note another group will be exiting at a similar time, so please bear with us, we will do our very best to ensure this runs as smoothly as possible. The youngest groups will be dismissed first.

Q. Are children put into age groups?

The players are divided into age groups and changes may be made depending on level and/or the coaches' needs to ensure that the camp or session works best.

Q. My child has friends attending who are one year older, but they play for the same football team. Can they all be put into the same group?

We split players into age groups and as your child's friends are only 1 year younger, we can put them into the same group. The parent can inform us when registering OR on the day, to ensure this happens. But if a child is two years older, it will depend on the age split and our safeguarding measures in place.

Q. What do I do with my child's medications?

Please ensure you report the medication your child needs when you book. Then leave the medication in your child's bag and ensure it's easily accessible on the day. During registration we will check your child has the medication needed and if not, we will ask you to bring it back. Every coach is informed of their group's medical needs beforehand, but feel free to speak to them if needed.

Q. My child has a nut allergy, are foods with nuts allowed?

We do not allow Nuts at our football camps due to health and safety reasons.

Q. How can I ensure photos are not taken of my child?

The option to give image consent is provided when you book your child.

Q. Are mobile phones allowed at the Football Camps?

Children can bring their mobile phones in case of an emergency, for medical purposes OR to contact their parent/carer. But we do not allow them to be used for anything else due to safeguarding reasons.

Q. Are parents able to watch?

Due to safeguarding reasons, we do not allow parents to watch besides the last hour of the camps (tournament and presentation).

Q. Do you have an indoor venue in case of bad weather?

Every venue has an indoor area in case of bad weather. But we will stay outdoors unless there is a health and safety concern due to extreme weather conditions.

Q. What happens if the Met Office issues a weather alert?

We will always inform parents before the session starts if we are unable to run due to extreme weather conditions. The health and safety of your child is the main priority and if this cannot be ensured the session will not take place.

Q. I'd like my child to play for a grassroots club, can you help?

Yes, as part of our offer we can also look to progress players outside of sessions in terms of helping find suitable grassroots clubs and provide pathways into those.

Please contact Luke.Miller@lcfc.co.uk for more information.

Q. Is there a pathway into the LCFC Academy?

Yes, we have an established pathway in place with LCFC Academy and LCFC Women. If our coaching team spots any talent that could progress into the Academy they will be referred and the Academy will be in touch.

Q. Can my child go home by themselves at the end of the day?

We advise you pick up your child due to health and safety reasons. If this is not possible, please let us know before the camp starts via phone call or text message. If not, we will ring you to confirm the child can walk home alone.

Q. Do you have a code of conduct?

Yes, the code of conduct will be sent via email before the camp starts. All players must abide to the code of conduct and if not, they will receive a formal warning and given a timeout OR be removed.

Q. Who do I contact in case of an emergency?

Luke Miller (Football Camp Lead)

- Phone = 07803625526
- Email = Luke.Miller@lcfc.co.uk

Stuart Hitchon (Safeguarding and Risk Manager)

- Phone = 07714133747
- Email = Stuart.Hitchon@lcfc.co.uk

FAQs

Booking & cancellations

Q . How do I book my child onto your camps and skills centres?

Please book by clicking this link ... www.lcfc.com/football

Q. How do I book multiple children at once?

Step 1 = Click this link ... www.lcfc.com/football

Step 2 = Fill out all the details on the first page.

Step 3 = Click the 'Add Another' and then the 'Add' button. After fill out the details for the second child.

Step 4 = Click 'Add Another' again and then the 'Confirm' button to proceed to the payment section.

Q. When do I receive key information, such as what does my child need to bring?

Please see the second page of the FAQ's. However, you will always receive an email the day before the camp starts detailing all the information you need to know.

Q. I can't remember the date I booked?

Please contact Football.Camps@lcfc.co.uk to check the dates booked.

Q. Can I pay on the day?

All bookings must be made online and we do not accept walk ins or cash payment. But camp bookings close the day before the camp starts OR when fully booked.

Q. Do you accept childcare vouchers or discounts?

No

Q. I've experienced an error when booking, can you help?

Please ensure you contact Football.Camps@lcfc.co.uk OR Skill.Centres@lcfc.co.uk when you experience an error message or booking issue that you can't resolve using the help provided below.

Error Message



Category full error

- Contact Football Camps to resolve

Booking two children at once

- Ensure you have entered the same address and billing information.
- Follow the 4 Steps above (see previous question 'Q').

Blank screen on the right-hand side

- Once you have filled in the details needed to proceed, click the 'Confirm' button. This will allow you to proceed and remove the blank part of the screen.

508 Error (Invalid data)

- Ensure you have no symbols entered within the address fields
- Ensure the billing information is entered correctly

Q. Do you have a refund policy?

Yes, you have 14 days from entering into a contract with LCitC online to change your mind and receive a full refund. If services have been provided within the 14 day "cooling off" period, the cost of those services will not be refunded. All refunds requested after the cooling off period are at LCitC's discretion and if accepted will incur a cancellation fee of £1-00 plus 2.5% of the sum which is the subject of the refund. This fee will be deducted from your payment and the balance will be refunded to you.



LEICESTER CITY IN THE COMMUNITY

LEICESTER CITY FOOTBALL CLUB,
KING POWER STADIUM | FILBERT WAY |
LE2 7FL

For more information, please contact
Football.Camps@lcfc.co.uk

| | |
|------------|--------------------|
| Website: | Lcfc.com/community |
| Twitter: | @LCFC_Community |
| Instagram: | Lcfc_community |
| Facebook: | LCFCCommunity |
| TikTok: | Lcfc_community |

Registered charity in England and Wales (Number 1126529)