



Frequently asked questions and their answers.....

Childcare vouchers not working - For childcare vouchers to work you must input the coupon code CHILDCARE which will reduce the total to £0. Then using your order receipt you must add up the session costs and pay via your voucher provider.

Can I do part voucher part bank transfer? - No, you must have the whole amount in vouchers in order to use them as payment.

I can't book 4 day week option - this option is only available in Week 6 when there is a bank holiday and only 4 days available. All other weeks are 5 days and have a 5 day booking option which includes a 15% discount.

Sibling discount not coming up on a 4 or 5 day block booking - the sibling discount does not apply to any of the full week options but a 15% discount is already included in the price.

I can't find the lunch, early or late options in the list of products - book your sessions and these options will be available to add onto each one as you go through the registration form process

I'm trying to log in but it won't accept my details and won't let me re-set my password - we have a new system and your old account details won't work. You will create a new account the first time you place an order and go through the registration process.

I've got a credit from an old camp but my coupon code won't work - we have a new booking system so if have a credit to use please contact info@amsportsacademy.co.uk for a new coupon code.

Can my 3 year old attend a full day or afternoon? - No, the child must be 4 years old minimum to spend the whole day or just the afternoon at camp

Can my 3 year old stay for lunch? Yes, they can stay for lunch if the lunch option is selected and can be collected latest 1.30pm

Can my 4 year old attend a full day or afternoon? - Yes, we now accept 4 year olds for full, extended days and afternoons.

Will my child be put with their older sibling? Children are grouped by age so that they are all of similar ages and abilities so unless siblings are very close in age then they will not be together.