

Terms and Conditions – Key Points

Changing your booking

48 hours notice is required to amend the days you wish to attend subject to availability

Cancellations

48 hours notice **must** be given to cancel your place to which you can request a credit voucher for future courses or a refund (subject to a 5% processing fee)

Your child's information

It is your responsibility to provide all relevant details for each child attending (medical and special education needs as well as emergency contact information)

Children's needs

It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible. Where we feel that a child is not coping within our coaching ratios, we reserve the right to ask the parent/carer to come and collect their child. **We ask NO nuts to be brought onsite**, if found they will be confiscated.

Child Exclusion

We follow a **zero-tolerance policy** on discrimination, bullying and persistent poor behaviour of any kind. We reserve the right to ask parents to collect children who breach this policy either for the remainder of the day or for the rest of the course.

Late Pick-up

Children **must** be collected by the end of their booking time. If you are going to be late you must contact the Head Coach on 07858 147484. You will be charged a late pick-up fee of £7.50 for every 10 minutes after your booking time. Social services will be contacted if we have no contact from a parent/guardian by 30 minutes after your booking time finishes.

Personal Property

We are not responsible for any lost or damaged property during the Holiday Course. Everything brought on site is at your own risk. All mobile phones and electronic devices are prohibited onsite unless the parent/guardian needs to be contacted.

Photography / Filming / Media

Any footage will only be taken with your permission. If you have given previous permission, this is kept for the next 5 years. If you wish to amend this, please let us know.

Safeguarding Officer Details

Tracey Cragg Contact number: 07970 837327 Email: Traceyc1979@hotmail.com

See below for full terms and conditions.

Energize Gymnastics Holiday Courses Terms and Conditions v.2

When booking **with** Energize Sports Coaching Limited ("Energize Gymnastics"), these Terms and Conditions and the Policies and Procedure documents define the agreement between us and let you know what to expect from Energize Gymnastics and what we expect from you.

If you have any questions about our Terms and Conditions or Policies & Procedures or need to request more information then please contact Jack on 07858 147484 or email info@energizesportscoaching.co.uk.

Age of Children

We only accept children aged 5 and upwards for full-days and aged 4 and upwards for half-days. Children younger than this will not be accepted on the relevant courses.

Bookings

Bookings made online via our website will be confirmed by text. A booking is confirmed when we receive the appropriate payment and receipt of these constitutes acceptance of these terms and conditions.

Payments

Energize Sports Coaching accepts payment via our payment provider LoveAdmin. All bookings must be paid in full before Holiday Course start date or your children may not be able to attend.

Changing your booking

If you give us 48 hours or more notice, you can change the day/s you wish to attend subject to availability, free of charge. If you give us less than 48 hours' notice, we will endeavour to change your dates, but this may not be possible.

Cancellations

If you give us at least 48 hours' notice before the club date(s) you wish to cancel, all monies paid will be kept as credit for future courses unless a refund is specifically requested. Where a refund is requested, the amount refunded will be subject to a 5% processing fee. If you give us less than 48 hours' notice before the date(s) you wish to cancel, no refund or credit will be payable.

Your child's information

It is the responsibility of the person making the booking to ensure that all details provided in the booking form are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. This information should be provided in the notes section of the booking form or alternatively via text response to the booking confirmation. If we do not have all this information before club starts, your children will not be allowed on the club.

Children's needs

Energize Sports Coaching recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the **responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities**, via the online booking form, by text or in person on the day so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on the club within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are not able to provide additional staff to support a child above our standard ratios of 1:8 for under 8-year-olds, 1:12 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios and we haven't been informed of any medical condition, we reserve the right to ask the parent/carer to come and collect their child. Energize Sports Coaching does not provide one-to-one support. **Although we ask parents to refrain from packing nuts in lunch bags and we will try our utmost best to not have any in the gym, it cannot be guaranteed that there will be no nuts in the gym.**

Illness, First Aid and Emergency medical treatment

Energize Sports Coaching requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Energize Sports Coaching will only administer medication if it has been prescribed by a doctor or other health professional. In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary. Essential prescribed medication including EpiPens must be handed in to the Head Coach for safe keeping.

Child Exclusion

Energize Sports Coaching has a responsibility for ensuring the well-being and safety of all children in our care and have a behaviour management policy. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility.

Late Pick-up

All children **MUST** be collected by the end of their booking time. If for any reason you are unable to collect by this time, we ask that you contact the Head Coach (Jack). Two members of staff will wait with your child until they are collected. **You will be charged a late pick-up fee of £7.50 for every 10 minutes after the booking time** to cover the staff costs.

If we have no contact from a parent/guardian by 30 minutes after your booking, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late. Timings are subject to change. Parents will be made aware of timings upon making their booking and will receive email confirmation.

Food policy

The optional food add-on package is provided by a third-party supplier. It is the responsibility of parents and carers to inform us of any allergies or dietary requirements.

A menu will be provided, and full ingredient lists are available upon request via info@energizesportscoaching.co.uk.

Energize Sports Coaching does not accept responsibility should a child become unwell during our clubs as a result of undisclosed allergies or reactions.

Notice of Absence

If a child is not attending a scheduled day on club, parents/carers must telephone or email to allow us to update records.

Programme and activities

From time to time, we may need to change venues, dates, activities, and courses for reasons within or outside our control.

In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

Personal Property

All your child's personal property is your responsibility and Energize Sports Coaching is not liable for any lost or damaged property on club. If you believe that your child has left an item at the club, please telephone, or email us and we will do our best to assist you. Lost property will remain on club until the last day of the course and should be collected before the last day. If this isn't possible, we will keep items for a week, after which items will be donated to charity / placed into the bin.

Mobile Phones and Electronic Devices

Use of all mobile phones and electrical devices are prohibited at Energize Sports Coaching Holiday Courses. If found, children will be asked to place the device in the Head Coaches box which will be secured at all times. The device will be returned to the authorised parent/carer at the end of the session. The only exception is if the child needs the phone to call their parent/guardian.

Insurance

We hold Public Liability Insurance in respect of our activities.

Photography / Filming / Media

Please be aware that Energize Sports Coaching occasionally take photographs/ video footage of children on club for promotional reasons and to send home to you to let you see what your child has been up to. This will only be done with your permission. If you have given permission this is kept for 5 years to which it is renewed.

Complaints

If you have concerns or suggestions, please get in contact via telephone, text or email (info@energizesportscoaching.co.uk)

Safeguarding

Energize Sports Coaching has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator or relevant local authorities and agencies.

If you do not want to approach us directly, our safeguarding officer **Tracey Cragg is your best point of contact for any safeguarding queries you may have: 07970 837327 / traceyc1979@hotmail.com**

Data Protection

Energize Sports Coaching is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our upcoming clubs. To stop receiving the emails please email info@energizesportscoaching.co.uk and request to be removed or unsubscribe once email has been received.

Thank you and we hope you enjoy our service!