



Thank you so much for booking to attend a Sportily activity.

We want you to have an amazing time with us so we've created this sheet to answer any questions you may have. If your question isn't featured, please get in touch with us, we'd love to hear from you.

hello@sportily.org.uk
0330 551 9348

Who/what is Sportily?

Fluff it. Duff it. Score it. Smash it. Whatever you do, just give it a go. That's our motto for sport and for life.

We're for jumping right in and going on new adventures together, as a team. We do all sorts of sports and activities, we hang out, we chat, we eat, we discover new things and we have a laugh while doing it.

We're passionate about building a network of fun-loving sport and faith groups where everyone is invited to try different sports, make new friends and explore what life is all about.

We're supported by the **Church of England in Gloucestershire**, but everyone can join in. We believe that being more active, like the Christian faith, can change your life forever, that doesn't mean that everything we do is all about God, but if you do want to explore faith and life's big questions, then you can.

Ultimately, we're here to get you moving and show that things are a lot more fun when we're kicking, diving, riding, rolling, running and jumping around together.

What should I bring?

We recommend you bring a water bottle with you, but be aware that not every venue has a refill facility.

If there's anything specific to that activity that you'll need, then you'll find the information included on the events page.

What should I wear?

We'd recommend active wear and a pair of trainers, but your **#Giveitago** attitude is more important than what clothes you wear.

I'm not very 'sporty' will I enjoy it?

Absolutely! We're all here to **#Giveitago**. Having fun, meeting friends and trying new things is what matters.





We're for the first-timers and the can't-catchers just as much as for the slam-dunkers, back-of-the-netters and hole-in-ones. We bring the energy that will get you moving and having fun.

During sessions we'll play games, try different sports (some you may never have heard of), create new activities together, tackle some silly challenges and have some space to chill out too. Having fun is our priority.

Will there be food included?

Details about food provision will be included on the event booking page. If the event includes food, we will request any dietary requirements during the booking process. If you need to update us about these or have any specific allergies that you are concerned about please email hello@sportily.org.uk or call 0330 551 9348.

Who will be running the session?

All our sessions are run by our team of Sports Coaches and Volunteer Sports Coaches. They are all really friendly and their goal is to help all the children who attend our sessions to have fun, make friends and give it a go! [Click here](#) to visit our website, click on the location where your session is taking place and you'll see a photo of the lead sports coach who you'll meet at the session.

Where will the session take place?

You'll have received details about the venue in the booking confirmation email. We use various venues for our sessions, from schools to community centres, to churches, to outdoor activity centres. They all have different facilities, so if you have a specific concern about the venue for the session, please [contact us](#).

What should I do if I am worried, anxious, upset or concerned during the session?

If anything at all is worrying you during the day, or if you feel uncertain and have questions, you can just ask any of the Sportily coaches. They all wear Sportily T Shirts or bright orange jackets.

How can I find out what else is going on?

We run lots of different activities, in lots of different locations and also run residential and day camps. Our activities are listed on our [website](#) so simply click on your location page to see what's on. We also send out regular emails to let you know what's coming up and many of our locations have their own Facebook groups too.

I'd like to give some feedback...

Great! We love feedback, it really helps us to make sure that the sessions we provide are enjoyed by those who come and we're constantly seeking to improve them.

You can always speak to any of the Leaders at a session or fill in our online feedback forms [here](#).



Can I change or cancel my booking?

Absolutely, you should be able to do this yourself via the BookWhen bookings system and the automatic booking email that you received.

Alternatively, please email hello@sportily.org.uk or call 0330 551 9348 and we'll happily sort it out for you.

Where can I find 'terms and conditions' for bookings?

You can read our Terms and Conditions at the point of making your booking, or you can find them [here](#). You can also find our Privacy Policy [here](#).

Do you have a Safeguarding Policy?

Yes, but we don't feel that having a policy is enough. Sportily is committed to creating a culture of safeguarding excellence across all that we do.

All our team go through a Safer Recruitment process, including DBS checks and receive ongoing safeguarding training. Our team access direct support from safeguarding professionals and have use of a 24/7 safeguarding advice line.

You can find out about our commitment to Safeguarding and read our policy [here](#).

I have a concern...

No problem. We don't want anyone to feel worried about raising concerns with us. You can raise these with any of our Leaders, or you can email hello@sportily.org.uk and ask for a member of the Leadership Team to contact you. If it's a Safeguarding complaint you can follow the process [here](#). Whatever the concern is, please feel able to reach out and speak to us about it.

I think I might like to volunteer...

That's great. We love our volunteer team members; they're vital to making all that we do possible. There's no minimum time commitment and we try hard to make volunteering with us a fun and rewarding experience.

You might like to talk to your local Sportily Leader about what opportunities there are in your local area, or you can find out more about volunteering with us [here](#).

You're a charity, why do I have to pay for activities?

As a registered charity (number 1111077) we have to raise funds to be able to deliver the activities we do. We receive some grant funding and lots of individuals give generously to support our work. This helps us to keep our costs as low as possible and some activities free to attend, but without charging a small amount, we simply wouldn't be able to run them.

If you'd like to donate to support our work, we'd be completely thrilled and 100% grateful. We're registered with the [Fundraising Regulator](#) and you can make a donation of any size online [here](#). Thank you.

