



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 are a place for everyone to try different sports, make new friends and explore what life is all about. So 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 in the booking confirmation email.

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.

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 too. Our activities are all listed on our [website](#) on each location page. 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 you 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 that we always seek 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?

No problem. You should be able to do this yourself via the BookWhen bookings system and the automatic booking email that you received.

Alternatively please just drop us an email or a call and we'll happily sort it out for you.

Do you have 'terms and conditions' for bookings?

Yes! Sorry! 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 also 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 of 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...

That's ok. We don't want any 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 to help out...

That's great. We love our volunteer team members, they are 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?

Yes, we're a registered charity (number 1111077) and 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 are free to attend, but without charging a small amount for some of our activities, 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.

