



## **Terms and Conditions**

### **Please read these Terms and Conditions carefully.**

By registering for a programme with Great-Save Goalkeeping Coaching underwritten by Coach4U Limited, you accept these Terms and Conditions (which constitute a legal agreement governed by English Law and shall fall under English jurisdiction). These terms and conditions will be deemed as accepted upon booking & payment of our service. Upon any failure of a customer to abide by these terms, it may result in the request of discontinuing our service with the loss of any remaining sessions/fees.

#### **1. Booking eligibility**

You are accepting that by making this booking you;

- must provide full, accurate and up to date contact information.
- must be 18 years old and legally able to enter into contracts.
- must complete the registration process.
- must agree to terms and conditions.

#### **2. Bookings**

Bookings for all services are made through our booking site, this is either through booking & paying at the time of booking, or by registering with payment invoiced each month for our 2-1/advanced sessions. If you are not booked on our database and therefore on the register you will not be able to attend the session. Full payment must be made upon booking.

#### **3. Our Terms & Conditions apply from when you book a programme or register with Great-Save and this continues for as long as you use our services.**

#### **4. During the booking process, you will be asked to read and agree to our Terms and Conditions (this document), which include our 'Session Rules'.**

#### **5. Confirmations**

All bookings will be confirmed by email. If these are made on our booking site these will come from either our bookwhen or via our bookings email. Please ensure you have checked your spam box should you not receive one.

6. Upon completion, you will receive a confirmation email detailing what you have booked, information about the time/location of your session and any other required information about the programme.

#### 7. Payments

Payment can be made online through our website, booking site or via BACS to the account details provided. Unfortunately, we do not currently accept Childcare Vouchers.

8. We accept the following payment methods when booking online: Visa Credit, Visa Debit, MasterCard Credit, MasterCard Debit, American Express.

#### 9. Pick-up and Drop-off

We will take responsibility for your child for the duration of the provision from the start time to the finish time. However, all children must be signed in upon arrival and a parent or guardian must be present to collect their child from the session or provision for them to be released too (this is part of our safeguarding policy).

10. Parents must be prompt to collect their children from sessions unless agreed otherwise.

11. Coach4U must be notified if a different person is collecting their child & the name of the person with their relationship to the child.

#### 12. Absence and Lateness

In the case that your child(ren) cannot make an event we ask that we are notified. **This must be done by 3:30pm for all sessions after 4:00pm and 1 hour before any session that is due to take place before 4:00pm.**

13. For groups, club sessions or our 2-1 programme this must be through our **absence form** (which can be found in the description of the programme Whatsapp group chat) or via email or phone for any other provision without a WhatsApp group.

14. If you are going to be late for any event please use our contact number to inform us of this ASAP to allow for planning and registering your child. **This must be done prior to the arrival time of the session.** This can be a phone call, voicemail or whatsapp/text message.

**15.** Due to availability, if you cannot make sessions or choose to cancel, please contact us ASAP to inform us in order for us to be able to offer sessions to others.

**16. Equipment**

Players must ensure they bring goalkeeping gloves, shin pads (brought not always required to be worn) and a drink, with appropriate footwear consisting of either astro trainers or football boots to all sessions and provision. No sports trainers. Failure to any of the above may result in preventing participation in the session and a loss of fees.

**17.** We require all players to arrive with a drink, as part of our physical activities. We appreciate extenuating stances can occur when players arrive without a drink however for their wellbeing and in their best interest we require them to be hydrated and have sufficient fluid. Therefore should your child not turn up with a drink to one of our programmes, we will supply them with an (new/unopened) bottle of fluid to ensure they are hydrated at the charge of £1.00 per a bottle. Payment will be added to invoices for contract services and via a link for all other programmes.

**18. Coaching**

Customers accept that at times there could be physical contact between the coach and their child, which will always be carried out in a professional and caring manner, and only for the benefit of educating and the individual.

**19. Personal Property**

Coach4U Limited does not accept responsibility or liability in respect of any loss or damage to personal property or effects.

**20. Personal Data**

All information regarding personal data can be found in the bookings forms that were filled in prior to the booking.

**21. Filming & Photography**

We accept filming and photography of our sessions while respecting the privacy of others. Images and recordings must not be taken in such a way as to interfere with the running of the session, cause disruption to other parents or children or cause a distraction to the coach leading the session.

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- 22.** You must take care to ensure that only your child's image is captured. You must not take photographs and/or video footage of anyone else's child unless you have prior agreement from the parent/guardian of other children.

If you are concerned that your own child may be being filmed or photographed by another customer without your permission then you have the right to ask them to stop. Please approach the parent yourself if possible but speak to the coach if you continue to have any concerns.

- 23.** If asked to stop filming or taking photographs then you must do so immediately. The coach has the right to view the photographs taken and to delete any photograph that they deem inappropriate. Anyone found to be in breach of the above terms may be asked to leave the session immediately and no refund will be offered.

**24. Cancellations and Terminations**

The cancellation rights generally available to consumers in accordance with their statutory rights do not apply to the sessions provided by us.

- 25.** The Fee is non-refundable under any circumstances whatsoever except with the prior written agreement of Coach4U Limited.

- 26.** Coach4U Limited reserves the right to cancel or postpone any event. In such an event, we will try to offer an alternative, circumstances permitting.

- 27.** In the event a session is cancelled by us, if it is unable to be rearranged, a refund will be provided. All group sessions that are cancelled will be added on to the end of the half term, taking place in the half term. No refunds will be given for this as the session has been rearranged.

- 28.** If classes are cancelled as a result of an "Act of God" (e.g. disruption resulting from extreme weather conditions, earthquakes, pandemics etc), strikes, terrorist activity, or where local authorities/public guidance advise that classes should be temporarily suspended for health or other reasons, then no refunds nor credits shall be given.

## **29. Behaviour**

Coach4U Limited reserves the right to exclude any child whose behaviour we deem inappropriate. We work on a 3 strike basis; children will be warned, removed from activity & finally will remove their child as a last resort.

## **30. Child Welfare & Safeguarding**

Coach4U Limited employees all go through an enhanced DBS check and references are checked prior to employment. All staff also complete safeguarding training and first aid training as part of their role within the company. All our staff agree to our safeguarding policy. Coach4U Limited coaches have a duty of care to act if they suspect a child in their care may be suffering from abuse. Any disclosure of child abuse or neglect will be fully investigated and reported to our Designated Safeguarding Lead (DSL).

- 31.** The safety and wellbeing of your child or the child in your care is of the utmost importance to Coach4U Limited. We have a responsibility to report any inappropriate or suspicious behaviour to the relevant authorities.

## **32. Complaints and Feedback**

Coach4U Limited puts all its clients at the heart of our services. With this in mind, we try to work with our clients, parents & schools to offer the best possible experience. We would be more than welcome to hear from you in order to further enhance our services, so if you have any feedback or issues, please get in contact with us. All complaints will be dealt with in a fair manner. Please email us at [info@coach4usports.co.uk](mailto:info@coach4usports.co.uk) with either the subject line: Coach4U Complaint or Coach4U Feedback.

- 33.** The Parent agrees (for and on behalf of the Parent and the child) that any claim by the Parent or the child against Coach4U Limited or any coach, employee or agent of Coach4U Limited must be brought within 60 days of the event that gave rise to such claim. Any claim made thereafter shall be time-barred.
- 34.** The Parent acknowledges, warrants and undertakes (for and on behalf of the Parent and the Child) that the maximum aggregate liability of Coach4U Limited to the Parent and/or child under these terms shall not exceed the Fee.

## **35. Equality and Discrimination**

Coach4U Limited provides services to all children and are free from discrimination regardless of their gender, specific needs, learning difficulties, background, religion or ethnicity.

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### **36. General**

If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

- 37.** Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the service, we can still require you to make the payment at a later date.

### **38. Changes**

We reserve the right to make amendments to our Terms and Conditions at any time to reflect changes in our business or statutory obligations. The new version will be posted on our website and will take effect immediately upon posting. If applicable these changes will be communicated to all our customers by email. If you book lessons after the new Terms and Conditions have come into effect as part of your booking process you will indicate your agreement to be bound by them.

### **Disclaimer:**

Great-Save Goalkeeping Coaching is a trading name of Coach4U Limited. Any use of the term "Coach4U or Coach4U Limited" will cover the name of "Great-Save Goalkeeping Coaching" and reference to Great-Save Goalkeeping Coaching will be covered under Coach4U as a limited company.