



Terms and Conditions

Please read these Terms and Conditions carefully. By registering and booking a programme with Coach4U Limited, you accept these Terms and Conditions (which constitute a legal agreement). In order to understand this agreement, we will outline some key definitions: Coach4U Limited (otherwise known as the “Service”) are providing a service which is offered through our website www.coach4usports.co.uk (this will be referred to as the “Website”) or other advertising communications which allows you to book onto various courses that the organisation provides.

Equality Statement

Coach4U Limited provides services to all participants including but not exclusively to adults and children, and operates free from discrimination regardless of their gender, specific needs, learning difficulties, background, religion or ethnicity.

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1. All bookers of Coach4U programmes must meet the following booking eligibility, or risk having their booking cancelled and subject to an administration fee;
 - You must be 18 years old & of age to legally be able to enter into contracts.
 - You must complete the registration process.
 - You must agree to terms and conditions.
 - You must provide full, accurate and up to date contact information.
2. Our Terms & Conditions apply from when you book a programme or register with Coach4U and continue as long as you use the Services.
3. We will take responsibility for the participant for the duration of the session only. However, if the participant is a child a parent must sign their children in upon arrival.
4. Child participant only: Parents must be prompt to pick their children up unless agreed otherwise and parents must sign their children out at the end of the session. A late pick-up without prior agreement may end in a late pick-up fee of 5.00 for every 15 minutes after agreed collection time.

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5. Child participant only: Parents are required to stay throughout individual sports sessions. However, for childcare, holiday provision or camps parents are expected to drop children off with staff and come back to pick their child up at the end of the provision.
6. Child participant only: Coach4U staff must be notified in writing via message or email if a different person is collecting their child & name of person to be put onto register notes. Should this not be followed there may be a hold up in releasing the child until we have been given written confirmation.
7. Due to the limited places available and the high interest for our provision, if you cannot make a day or do not want to attend anymore then please contact us ASAP to inform us in order for us to be able to offer places to others.
8. In the case that you cannot make a day or are going to be late then please use the contact number at the bottom of this document or your confirmation email to inform us of this ASAP.
9. Bookings for all Coach4U Limited services must be made in advance. Full payment must be made upon booking. Any payment that is due after booking, these will need to be paid upon invoice being received. Payment can be made online through our website or via BACS to the account details provided. Unfortunately, we do not currently accept Childcare Vouchers. If we have not received payment within 14 days of the booking confirmation being sent, we will issue a reminder email and the customer will be suspended from the programme until the amount has been paid in full. If payment is not received within 28 days the booking will be cancelled and the customer will remain suspended. Debt recovery action will be taken. Bookings should be made through the website www.coach4usports.co.uk or via email info@coach4usports.co.uk.
10. All bookings will be confirmed by email. In some cases, programmes will offer a free trial session, if confirmed and agreed with the company prior to the day.
11. Coach4u Limited does not accept responsibility or liability in respect of any loss or damage to personal property or effects.
12. Coach4u Limited reserves the right to cancel or postpone any provision. In such an event, we will try to offer an alternative, circumstances permitting.

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- 13.** In the event a session is cancelled, if it is unable to be rearranged, then you will be provided with a credit note.
- 14.** Coach4U Limited reserves the right to exclude any individual whose behaviour we deem inappropriate. We work on a 3 strike basis; participants will be warned, removed from activity and finally the participant will be asked to leave the provision, or parents will be phoned to collect as a last resort, if the participant is a child.
- 15.** Coach4U Limited employees go through an enhanced DBS check and references. 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).
- 16.** 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 with either the subject line: Coach4U Complaint or Coach4U Feedback.
- 17.** If the participant is unable to attend the programme they have booked, refunds will only be issued on a discretionary basis based on extenuating circumstances which are required to be provided to the company in writing via the format of email.
- 18.** Once services are terminated, we will delete all personal information we hold. All information regarding personal data can be found in the bookings forms that were filled in prior to the booking.
- 19.** Once payment has been made, bookings are non-refundable 7 days after making the booking or 14 days before the activity.

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