



## **Terms and Conditions**

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

By registering for a programme with Coach4U Limited, you accept these Terms and Conditions (which constitute a legal agreement).

### **1. Booking confirmation 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 Coach4U Limited services must be made in advance. Full payment must be made upon booking. For any payment that is due after booking, these will need to be paid upon invoice being received before the booked event. Bookings should be made through the website [www.coach4usports.co.uk](http://www.coach4usports.co.uk) or via email [info@coach4usports.co.uk](mailto:info@coach4usports.co.uk)

3. Our Terms & Conditions apply from when you book a programme or register with Coach4U and this continues for as long as you use our services.

### **4. Confirmations**

All bookings will be confirmed by email. In some cases, programmes will offer a free trial session.

### **5. Payments**

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

### **6. Late Payments**

Any payments outstanding will be given 30 days to pay before debt recovery action will be taken.

## **7. Pick-up and Drop-off**

We will take responsibility for your child for the duration of the session, but parents are expected to be present and available throughout.

8. Parents are reminded not to enter the playing area and asked to allow all children to play free from parental involvement.

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

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

## **11. Absence and Lateness**

In the case that your child(ren) cannot make an event or are going to be late then please use the contact number at the bottom to inform us of this ASAP.

12. 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.

## **13. Personal Property**

Coach4u Limited does not accept responsibility or liability in respect of any loss or damage to personal property or effects.

14. Coach4u Limited reserves the right to cancel or postpone any event. In such an event, we will try to offer an alternative, circumstances permitting.

15. In the event a session is cancelled, if it is unable to be rearranged, then you will be provided with a credit note for future events.

## **16. Cancellations and Terminations**

If the customer is unable to attend the programme, refunds will only be issued on a discretionary basis. All information regarding personal data can be found in the bookings forms that were filled in prior to the booking.

## **17. 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 and finally parents will be asked to remove their child as a last resort.

**Coach4u Limited**

Email: [info@coach4usports.co.uk](mailto:info@coach4usports.co.uk) | Web: [www.coach4usport.co.uk](http://www.coach4usport.co.uk)

## **18. Child Welfare**

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).

## **19. Equality and Discrimination**

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

## **20. 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.

**Coach4u Limited**

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