

66 COACHING TERMS & CONDITIONS

All agreements relating to 66 coaching programs are subject to these terms and conditions. Please read these through carefully and ensure that you understand these terms as they set out what to expect from 66 Coaching and what we expect from each Parent and Child attending our 66 Coaching Programs.

About 66 Coaching Services

66 Coaching offer different programs, including (but not limited to), Holiday Activities, Birthday parties, Saturday Soccer Club, Monday Night Football, Breakfast Clubs, Lunch Time Clubs, After School Clubs, , In-set days, and Soccer Camp (together or separately we refer to these as the “**66 Coaching Program**”) more detail about the things 66 Coaching offers can be found on our website www.66coaching.co.uk , and our current prices, can be found on the relevant booking form.

Please note that not every 66 Coaching Program pictured in our literature or on the website is available at every venue so please check venue-specific details before booking.

Definitions

66 Coaching, “the sole proprietor of 66 Coaching and the coaches, servants, employees or agents of 66 Coaching.

“**Parent**” – means the parent or legal guardian who will be responsible for the payment of the course and who is the contracting party to this contract.

“**Booking Forms**” – means the booking form relating to the enrolment or re-enrolment of the child on the course.

“Child” – means the child(ren) attending the course, whose details are specified by the Parent on the Booking Form.

“Payment” – means the amount due for the 66 Coaching Program as stated on the Booking Form.

Bookings

1. Bookings are subject to availability, and accepted on a first-come, first-served basis.
2. To secure a place all Booking Forms must be received by 66 Coaching at 14 Heenan Close, Frimley Green, Surrey, GU16 6NQ or at the school location detailed on the Booking Form; by post or by hand.
3. All Booking Forms must be correctly and fully completed by a Parent and accompanied by full payment of the 66 Coaching Program fee as detailed on the Booking Form.
4. All prices are correct at the time of printing the hard copy material or uploading such material online.
5. Any Booking Forms received without full payment will not be accepted until payment is received in full (including cheques being cleared and received by us).
6. It is your responsibility to check any booking confirmation that we send you carefully to ensure the dates, location and personal details are correct and as expected – please inform us as soon as possible with any discrepancies and at least 7 days before the 66 Coaching Program.
7. All places on the 66 Coaching Program need to be booked in advance via a Booking Form to ensure correct staff-to-children ratios are met.
8. Registration on the day may be accepted depending on the availability of places, but we cannot guarantee a place so please have alternative arrangements for your Child in case we don't have any places left on that day.

Payment

9. You can pay by cheque (although we don't except post – dated cheques) or cash.

Returned Payments

10. If the bank returns payment, then any bank charges incurred by 66 Coaching as a result of returned payments must be paid in full by you immediately, in addition to the original Payment.
11. 66 Coaching does not accept any liability for bank charges you may incur.
12. In all cases, the responsibility rests firmly with you to ensure all payments are valid at the time of booking and please remember that your child's place will only be confirmed when payment is cleared and received by us (subject to these terms).

Cancellation and Refund Policy

Changes and Cancellations by you

13. If you wish to request a change to your booking please ask 66 Coaching via email or in writing by replying to your confirmation email and by providing us with as much notice as possible. We will then try our best to accommodate changes, but cannot guarantee that we can make them. Where changes affect the prices charged, you will need to pay the balance to confirm the revised booking.
14. Please note there will be no refund to you for any deduction of the price caused by any change to the Booking Form under clause 11.
15. Except stated in this contract, 66 Coaching does not issue refunds for any reason, including no-shows.
16. For 66 Coaching Programs, a credit note may be issued in the event of injury or illness of a child booked into the 66 Coaching Program, subject to 66 Coaching receiving written notice of non-attendance 24 hours prior to the start of affected day or the 66 Coaching Program. Unless we agree otherwise, you waive your right to a credit if you only give us verbal notice, or written notice is received less than 24 hours prior, during or after the start of the affected holiday activity. A medical certificate may be required.
17. Being late affects the other children and the plan for the day, so children who arrive late for a day/session and may be refused permission to participate at the discretion of 66 Coaching, and in this event, no credit note shall be given.

Change and Cancellation by 66 Coaching

18. 66 Coaching may cancel this contract at any time before the start of the 66 Coaching Program for any reason whatsoever. 66 Coaching will not be liable for any loss or damage whatsoever arising from such cancellation.
19. Should 66 Coaching need to cancel any 66 Coaching Program, for any reason within our control, we will endeavor to provide as much notice as possible and you will be offered a full refund within 30 days from the date of cancellation.
20. If classes are cancelled as a result of an "Act of God" (e.g. disruption resulting from weather conditions, earthquakes etc.), strikes, terrorist activity or where local authorities, police, schools etc. advise that classes should be temporarily suspended for health, safety or any other reason ("Force Majeure Event"), then we will provide a credit note within fourteen (14) days that can be used to go towards payment of another 66 Coaching Program on another day and within twelve (12) months of issue.
21. If Clients are unable to attend 66 Coaching Program as a result of an Act of God or Force Majeure Event, but the 66 Coaching Program is available, no refund or credit will be given.

Exclusion of Liability

22. Nothing in this contract shall restrict or exclude liability for death or personal injury caused by the negligence of 66 Coaching.
23. 66 Coaching do not accept liability for loss or damage to property, and sickness of any Parent or Child or other person.
24. Where incorrect or misleading information is provided on the Booking Form, whether medical or otherwise 66 Coaching will look to apportion blame of any death or personal injury etc. caused.
25. Subject to clause 21 the Parent acknowledges, warrants and undertakes that the maximum aggregate liability of 66 Coaching to the Parent or Child shall not exceed the Payment of the 66 Coaching Program under the Booking Form.

Sickness

26. For the well being of your Child and others it is important that children will not be allowed to attend the 66 Coaching Program at any time if they are sick (including vomiting, diarrhoea, conjunctivitis and head lice) all Children who are ill or infectious are to be kept at home during their illness and for 48 hours after the last symptom occurs.
27. 66 Coaching are not responsible for injury occurring as a result of a pre-existing medical condition.
28. Medicines only administered if written consent given by Parent.
29. Where a Child falls ill during the day, and we think it necessary, their Parent shall be called to take the Child home and you agree to collect your Child without delay.

Health and Safety

30. It is your responsibility to inform us at the time of booking of any pre-existing medical, physical or behavioural conditions, or medication requirements of any Child, so that we see if we can make reasonable provision for the Child's specific needs. If this information is not provided, we reserve the right to exclude the Child.
31. First Aid will be administered to Children in the event of an accident while under our care. If the accident is serious, we may need to call the emergency services.

EpiPen Guidelines

32. 66 Coaching are not qualified to administer EpiPens (an emergency treatment of anaphylaxis). However, they are permitted to do so if we receive a letter containing written permission from the Parent.
33. The Parent must state in the letter that permission is given to administer the EpiPen but that they fully understand that 66 Coaching may not be qualified to do so and that the Parent accepts full responsibility.

Medical Conditions and Allergies

34. The Parent must state on the Booking Form any medical condition or allergies their Child has, or any relevant background information that 66 Coaching may need to be aware of while their Child is attending a 66 Coaching Program.
35. We would ask the Parent to contact 66 Coaching in advance (before booking) to discuss any individual requirements.

Medication

36. The Parent must give written consent for the administration by 66 Coaching of prescribed medication and complete a 66 Coaching medication form (available on request).

Emergency First Aid

37. The Parent gives consent for 66 Coaching to administer emergency first aid and see professional medical help where necessary.

Safeguarding

38. 66 Coaching have a duty to act if they suspect a Child in their care may be suffering from abuse or if a Child makes a disclosure about abuse. In such an event, 66 Coaching will follow the Safeguarding Children Policy.

Arrival

39. We ask all parents/guardians to ensure children arrive on time, and no earlier than 15 minutes before the designated start time for the day/session or the relevant 66 Coaching Program. We are unable to take responsibility for children who arrive earlier. Being late affects the other children and the plan for the day, so children who arrive late for a day/session and may be refused permission to participate at the discretion of 66 Coaching, and in this event, no credit note shall be given.

40. We ask all Parents to provide their Child(ren) with the items mentioned in the Booking Form and ensure that 66 Coaching has been informed of correct contact details of the Parent and ensure that they are available to pick their Child up at short notice if required.

Collection

41. We also ask all Parents to arrive at least five minutes before the designated end time for the day/session. No Child will be able to leave the premises without a Parent unless written notification is received before the start of the 66 Coaching Program detailing suitable alternative arrangements.

Late Collection Fee

42. 66 Coaching reserves the right to charge the Parent additional fees for late collection of Child(ren) and this fee will apply at a rate of £5.00 per Child for every period of 15 minutes or part minutes that elapses after the appointed collection time and shall be advised by 66 Coaching on collection of Child(ren) and is payable immediately.

Discipline

43. 66 Coaching expects all Children to behave at all times in a manner that is acceptable to both fellow Children and 66 Coaching.

44. 66 Coaching reserves the right to exclude a Child from the 66 Coaching Program or any future 66 Coaching Program where he/she fails to maintain the required behavioural standard. Such failure shall include, but not be limited to, bad behaviour, racial, sexual, verbal or physical bullying of a fellow child or 66 Coaching.

45. The Transportation of the affected participant(s) home will be the responsibility of the Parent, and no refund or credit will be issued for the Payment or other costs incurred.

Equal Opportunities

46. 66 Coaching is an equal opportunities organisation and welcomes all children, regardless of their gender, ability, race or religion. Each Child attending a 66 Coaching Program is of equal value and is entitled to equal access of opportunity. We operate a zero tolerance policy on discrimination or bullying of any kind.

Lost Property

47. Please ensure children do not bring valuable toys or belongings when attending 66 Coaching.

48. Mobile phones and other electrical devices are not permitted at our venues. 66 Coaching cannot accept liability for lost, stolen or damaged items.

49. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return unclaimed items. Lost property will be kept at the 66 Coaching office for a period of three weeks after the end of the 66 Coaching Program. If items are still unclaimed after this period, 66 Coaching will distribute them to local charities.

Photography/Video Policy

50. From time to time we take photographs at our 66 Coaching Program that may be used for marketing and promotional purposes. If you would rather your Child was not included in any photographs, we must be informed in writing either at the time of booking by selecting to opt out of this option or in writing before the start of the 66 Coaching Program.

51. Subject to clause 51 66 Coaching operates a strict no photo/video policy and any person caught taking photos/videoing etc. will be asked to leave the venue where the 66 Coaching Program is held.

Insurance

52. Our Public Liability Insurance covers all Children under our care.

Mobile Phones and Electronic Devices

53. Mobile phones and other electronic devices (e.g. IPADS, electronic games) are prohibited on our 66 Coaching Program.
54. If you wish for your Child to carry a mobile phone and they are seen using it then the site manager will confiscate it until the end of that day. 66 Coaching will not take any responsibility for the damage or loss of any electronic devices that are brought onto 66 Coaching Program.

Data Protection

55. Coaches have DBS (formally CRB) checks in place, however, in the unlikely event of any incorrect information provided by the coaches when completing the DBS we cannot be held responsible.
56. Your personal information will be held and used in accordance with the Data Protection Act 1998. 66 Coaching will not disclose information to any unauthorised person or organisation. Your details may be used to send you information about our services and promotions.

Changes of Terms and Conditions

57. Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice.

What to do if you have any concerns

58. If you are unhappy with anything relating to your Child's time attending a 66 Coaching Program you should raise your concern with a 66 Coaching coach. If you would rather speak with someone else please contact 66 Coaching on Tel: 07493 232315.