

ADRIANO'S SOCCER SCHOOLS



HOLIDAY CLUBS TERMS & CONDITIONS

AUGUST 2021

By booking with Adriano's Soccer Schools, you explicitly agree to the following terms, conditions, procedures and behavioral policy.

PAYMENTS

A booking is accepted once a payment is received by Adriano's Soccer Schools. The adult named on the booking form accepts the booking conditions on behalf of the children on the booking form.

Summer or Yearly memberships require a NON-REFUNDABLE deposit of £50 at the time of booking, the remainder must be paid in full at least 14 days before the start of the course. A NON-REFUNDABLE deposit of £10 is required for bookings of 3 or more days, this is required at the time of booking to secure the child/rens place on the course. The remainder is due to be paid in full at least 14 days prior to their first day of attendance.

Bookings for a single day must be paid in full at least 14 days prior to attendance.

AGE RESTRICTIONS

Children must be at least 5 years old by their first day of attendance. This is non-negotiable.

TOILET ASSISTANCE

We will walk younger children to the toilets and wait outside for them, but we can not assist nor supervise them using the toilet.

If a child wets themselves by accident we will endeavour to protect their dignity. We will contact you to collect your child or bring a change of clothes. If the child has a spare pair of clothes we will ask your permission to help change the child if they require assistance. If permission is granted, one adult will give assistance whilst the other supervises for safeguarding reasons.

BOOKING ALTERATIONS

We will always endeavour to be as flexible as we can and will allow alterations *subject to availability*.

CANCELLATION & REFUNDS

Cancellations or non-attendance due to a child's illness/injury does not entitle you to a refund. We may offer you the opportunity for the child to attend an alternate day, particularly in the Summer Holidays. However, this is subject to our discretion and course availability.

MEDICAL INFORMATION

Completing a booking form prior to attendance is mandatory. On the booking form it is required that you disclose any allergies, relevant medical conditions or additional needs. If full information is not provided this may result in that child not being able to continue with the course. In such circumstances no refund or credit will be given. Adriano's Soccer Schools reserves the right to cancel a booking at any time where there has been a failure to disclose full, relevant information about a child.

PHOTOS & VIDEOS

Completing a booking form prior to attendance is mandatory. On the booking form it is required that you choose the 'YES' or 'NO' option under the photo/video consent question.

We may use your child's image or video for promotional purposes on our website, social media, leaflets or other marketing outputs. Where children's names are used we will omit their surname. Please see the Photography & Filming statement on our website for further information- <https://adrianojirolami.wixsite.com/home/policies>.

LOST PROPERTY

We ask that children do not bring any items of high value or sentimental with them to the course. We can not be held responsible for any items that get broken by accident by other children or go missing. We do not own the venues that we use and therefore can not guarantee the return of lost property. We will hand any items we find at the end to the Lost Property of that particular venue.

If we are able to identify the owner ourselves we will contact them to inform them and negotiate collection.

COLLECTING & DROPPING OFF YOUR CHILD/REN

We ask that children are not dropped off any sooner that 10 minutes before the course starts. This is due to venues having different facilities and opening times. Please ensure that you drop off your child to the attention of one of the coaches.

Adriano's Soccer Schools reserves the right to charge a fee for late collection of any children. This may be charged if a parent or guardian arrives more than 10 minutes past the collection time indicated on the booking form. It is then a further £5 for every half hour that passes, up until collection. This will be due at point of collection.

Failure to pay could cause the child not being allowed to return to the course or future courses.



POLICIES & PROCEDURES

Please familiarise yourself with our Safeguarding Policy, Privacy Policy, Photography & Filming Policy and Behaviour Policy. These can be found on our website: www.agsoccer.co.uk/policies .

AGE GROUPS

The courses that we offer have a minimum age of 5 years old. We always have a younger group, usually 5 years old - 7 years old, and an older group 8 years old- 12 years old (approximately). However, when group numbers are higher we will open up a middle group. During skills based training which is minimum/ no contact the age groups may be more mixed.

STAFF RATIO

Adriano's Soccer Schools usually aims for a staff ratio of 1 adult to 12 children. This can vary however; depending on the needs of the activity, the group numbers and the ages of the children. We can not offer any higher staff ratio irrespective of any child's additional needs.

EXCLUSION

Adriano's Soccer Schools takes bad behaviour very seriously. This includes the use of swear words, racial or xenophobic slurs or bullying of any description. By booking, you agree to our Behavior Policy and it is your responsibility to ensure your child is familiar with it prior to their arrival. This can be found on our website: www.agsoccer.co.uk/policies .

LIABILITY

Adriano's Soccer Schools does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its employees.

INSURANCE

We have public liability insurance. Our insurance provider is Higos Insurance Services Ltd.

CHANGES IN COURSE PROGRAMMES

Due to situations out of our control; such as poor weather conditions and building faults, we reserve the right to amend the date, time, location and course structure. This will not automatically entitle you to a refund.



ACTS OF GOD, WAR, TERROISM, CIVIL UNREST AND INFECTIOUS DISEASES

If Adriano's Soccer Schools has to cancel or cut short a course due to Acts of God, war, terrorism, civil unrest or infectious disease or for any other situation completely out of our control we will endeavour to negotiate a positive outcome for both parties. Such as, moving the booking to the next available equivalent course or issuing a voucher entitling you to use on any services provided by Adriano Soccer Schools (pending availability). If you have already received some of the services that you've paid for in advance, then you're only entitled to a refund for the services you do not get. Refunds may take up to 60 working days in these circumstances.

FEEDBACK & COMPLAINTS

Adriano's Soccer Schools holds itself to high standards of coaching and care of your children at our holiday clubs.

If you are not entirely satisfied following feedback from your child or an experience you had then please let us know!

Please email Adriano's Soccer Schools at girolamiadriano@gmail.com. We will acknowledge your complaint within 3 working days and aim for a resolution within 6 weeks. Feedback (both positive and negative) is vital for any business to grow, so equally if you were pleased with your experience do also let us know! We have a Facebook page where you can leave reviews at <https://www.facebook.com/AdrianoSoccerSchoolsOfficial>.

DATA PROTECTION

Adriano's Soccer Schools acts as a Data Controller for the purpose of the UK General Data Protection Act 2018.

We need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information could include names, ages and any applicable medical or dietary restrictions and, in some cases credit/debit card or other payment details. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of all the children that you are making a booking for.

Additionally we hold and use some of your details for future marketing purposes, for example sending you promotional information. Please let us know as soon as possible if you do not consent to marketing.

CONTACT DETAILS

Business Owner and Head Coach: Adriano Girolami

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