



# BOOKING AND PAYMENT POLICY

## SPORTITUDE LTD

This policy was adopted by: Sportitude Ltd	Date: 01/01/2025
Last Review Date	Date: 01/01/2025
Next Review Due	Date: 01/01/2026
Signed by the company director	Signed: <i>F Dean</i>





It is vital that bookings are made prior to a club starting on Pebble, and payment made promptly to secure your booking. If a booking isn't made, then we may not have all of the correct information and contact details.

**If a child/ren turns up to a club, without their parent/guardian making a booking, then these are the following procedures that will be followed:**

If we have details of the child stored on the Pebble System	If we do not have details of the child stored on the Pebble System
<ol style="list-style-type: none"> <li>1. The child will be taken to the school office where the child's parent/guardian will be contacted.</li> <li>2. If they are not able to get through then the child will be kept at the office for collection.</li> <li>3. If the school receives confirmation the child is supposed to attend a Sportitude Club, the coach will add them to the register for that date and send an invoice to the parent.</li> <li>4. This invoice must be made promptly.</li> <li>5. If the child attends for a second time without a booking, and the parent/guardian hasn't paid for the previous booking - the child will not be allowed to attend the club and will be sent to the office, to await collection by their parent/guardian.</li> <li>6. If the child attends for a second time without a booking, and the previous booking has been paid, then steps 1-3 will be followed.</li> </ol>	<ol style="list-style-type: none"> <li>1. The child will be taken to the office and the situation explained to the office staff. They are classed as an 'uncollected child'</li> <li>2. The office staff will call the parent and if they get through ask if they would like to book their child onto the club.</li> <li>3. If YES - the parent must make the booking promptly through Pebble before the child can attend. Whilst this is being sorted, the coach will return to the club and the child will be returned to the club by school staff.</li> <li>4. If A BOOKING ISN'T MADE ON Pebble - the child must be left at the office for collection by their adult/guardian.</li> </ol>