



TERMS AND CONDITIONS FOR AFTER-SCHOOL CLUBS

SPORTITUDE LTD

This policy was adopted by: Sportitude Ltd	Date: 23/09/24
Last review due	Date: 10/02/25
Next Review Date:	Date:10/02/25
Signed by:	Signed: <i>F Dean</i>





Bookings and Payments

All clubs have a limited capacity. All bookings will be taken on a first come, first served basis.

Bookings can only be made through our 3rd party booking partners, both of which can be accessed through our website. Simply click on your school's link to be redirected to the correct site.

You will need to provide the information requested (emergency contact details and medical requirements are very important). You will then be asked to pay at the point of booking. Only once this has been done, is the booking confirmed.

We do not currently accept any form of voucher such as Childcare Vouchers or Tesco Clubcard.

Payments:

Payments must be made at the time of booking to secure the place.

Attendance:

If a child attends a session that they are not booked onto, where payment hasn't been made prior to the session beginning, the child will be taken to the school office and the parent/carer contacted to arrange collection.

Collection

All adults collecting children from after-school clubs may be required to provide a pick up 'password' to Sportitude coaches when collecting a child. If required, the password will be checked and approved by the coach. **This is the password which will have been registered with Pebble at the time of booking.**

If you are unsure of the password you have entered, please contact us on bookings@sportitude.org.uk and answer these three security questions:

- 1) First line of your address and postcode?
- 2) Date of birth of the child/ren?
- 3) Which school and club does the child/ren attend?

If the parent/carer picking up your child cannot provide the password, Sportitude coaches will call the primary emergency contact to verify you are able to pick up your child.



Cancellation and Refund Policy

If your child does not attend a session throughout the course, we do not usually offer monetary refunds. In special circumstances a monetary refund may be given at the discretion of senior management.

When a child is absent from a club due to medical reasons and this has been communicated to Sportitude in advance of the session, we will usually be able to offer a discount code to be used against a future booking. This discount code will be to the value of the session(s) that your child has missed.

We reserve the right to refuse or cancel bookings.

Waiting Lists and Trials

If there are no more spaces available at a club:

You can add your child to a waiting list, where you will receive an email to book on for a trial, as soon as a space becomes available.

If you have placed your child on the waiting list for a club:

As soon as a space becomes available at a club you will automatically have a place reserved. If you do not accept the place within 48 hours, it will automatically be offered to the next person on the waiting list. If you would prefer to book and pay for the rest of the term rather than a trial, then please get in contact and ensure payment is made, within 48 hours

If you do not respond in time, and you would like your child to attend the club, you must re-add them to the waiting list and wait for an email to say another space has become available. Please note that if you re-join the waiting list you will be added to the bottom of the list and not at the top.

If you have booked your child on for a trial at a club:

Once your child has attended their trial, 48 hours after the session, Pebble will automatically book them onto the rest of the term and take payment. If you do not wish for them to continue with the club, you need to cancel the booking.



Data Sharing Consent

When making a booking for your child at a club, please note that for the safety and well-being of your child we may need to contact your child's school for more information about your child.

This would involve sharing both your child's details, your details and emergency contact details where necessary.

This may be regarding absence, or how to best support your child in the after-school club for example.

IF YOU DO NOT CONSENT TO THIS PLEASE CONTACT US PROMPTLY BEFORE MAKING A BOOKING

Uncollected Children

If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must contact Sportitude to notify us if they are delayed on our emergency line.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the session leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact Sportitude immediately. The session leader will then try to contact the emergency contacts listed on the child's registration form.
- When the parent or carer arrives, they will be reminded that they must call Sportitude to notify us if they are delayed, and that the child's place at the club will be reconsidered if they fail to collect the child at the appropriate time

Over 30 minutes late

- If the session leader has been unable to contact the child's parents or carers after 30 minutes, the session leader will seek advice from either the host school or East Sussex County Council Children's Services. Sportitude will follow the advice given by those parties.

Managing persistent lateness

Sportitude will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers who persistently collect their child late from clubs, will have their place cancelled and black listed from future provisions.



Injury Disclaimer

It is the nature of sporting activities that there are likely to be trips, falls and bumps. Sportitude will provide first-aid where required. **By making this booking you acknowledge that injuries can occur while taking part in sporting activities, and Sportitude can not be held liable unless gross negligence can be proved.**

Children with Additional Needs

Sportitude is proud to be an inclusive provider. We have a team of skilled professionals who can manage most individual needs.

For us to meet the needs of all participants, it is vital that any specific requirements are communicated at the time of booking.

Sportitude customers agree to provide, at time of booking, all information regarding your child's additional needs. A child is considered to have additional needs when they cannot reasonably be expected to take part in all standard sporting activities, without specific measures being put in place.

The following are examples where a child would be considered to have additional needs. This list is not exhaustive

- Wheelchair user or other mobility challenges.
- Difficulties with verbal communication.
- A diagnosed, or suspected, neural processing difficulty such as Autism or ADHD.
- A child who cannot visit the toilet unaided.
- Aggressive, violent, or a flight risk.
- In receipt of an Educational Health Care Plan/ Addition Needs Plan
- Specific nutritional requirements including religious observation and allergies.
- Specific medical requirements

You acknowledge that should your child require additional support at a club, and you have not explained this in your booking, Sportitude reserves the right to request your child is collected immediately. This is to guarantee the safety of all persons on site, to ensure legal and insurance compliance, and the quality of what we deliver.

Such a decision would not be taken lightly, but if a child attends a club without their specific requirements being explained in advance, Sportitude may not have the necessary staff numbers/expertise on site.

Extreme Weather Conditions & Unavailable Facilities

If the outdoor weather conditions are unsuitable or the regular facilities are not available, Sportitude reserves the right to deliver a different activity to the one advertised.



Conduct

Sportitude provides sports and activity clubs, not childcare. This academic year (2024/2025), Sportitude has seen a significant rise in children attending our after school clubs and having no interest in taking part in the activity. Unfortunately this is not the purpose of the provisions that we offer, and children who refuse to take part can significantly damage the overall quality of the club. Furthermore, and has always been the case, Sportitude cannot provide spaces at clubs for children whose behaviour and conduct impedes the enjoyment and progress of other attendees. We have listed below the 3 main criteria of unhelpful conduct that could lead to a child being removed from a club:

Non- engagement:

Whilst our coaches will support parental efforts to get children interested in sporting activities, those children who consistently refuse to join in cause numerous difficulties for our staff- which can often dilute the quality of the provision for all others.

All of our school venues offer alternative care provisions for those not interested in sport and we will be happy to signpost you to those.

Flight Risks:

Those few children that attempt to abscond from our clubs are a huge safeguarding concern that puts extra pressure on the Sportitude coaches, and often school staff who are required to help in these circumstances. Furthermore, when a child leaves a club without permission the whole session has to be halted in order that a member of staff can retrieve the missing child. This is extremely unfair on those attendees who miss out on playing time.

General poor behaviour and conduct:

Our number one priority at after school clubs is that ALL attendees feel safe, and are safe. Children whose conduct is unacceptable damage the quality of the session, make other attendees feel uncomfortable and take up a disproportionate amount of the coaches' time. Unacceptable conduct includes, but is not limited to:

- Being rude or aggressive towards staff.
- Not following instructions
- Intimidating other (especially younger) attendees, either physically or verbally.
- Misusing equipment or school property
- Any actions that negatively effect the enjoyment and progress of other children



Sportitude will notify you if your child falls foul of any of the above, and this will act as a warning. Should the unhelpful behaviour happen second time within a term, your child will be removed from the club for the remainder of the term and you will receive a refund for the remaining sessions. Depending on the severity of the reason that the child has been removed from the club, it will be at senior management discretion as to whether the child can attend future clubs.

Changes to Terms & Conditions

We reserve the right to make changes to our terms and conditions at 24 hours' notice. Where this is the case, we will inform you by email.