



Fiesta Sports Coaching Ltd

Terms and Conditions



CLUB/ CAMP BOOKING TERMS AND CONDITIONS

1. When booking on www.fiestasportscoaching.co.uk or booking on using a traditional paper consent form, I hereby acknowledge that Fiesta Sports Coaching Ltd cannot be held responsible for any loss of, or damage to property, or injury sustained. I can confirm that my child is to the best of my knowledge medically fit to take part in moderate to high level physical activity and that I have fully disclosed any medical conditions/ disabilities/ allergies that my child has before starting the course. I authorise Fiesta Sports Coaching Ltd staff (who are first aid trained, qualified, insured and DBS checked) to administer first aid and to arrange transport to hospital should a medical emergency occur.

2. We are unable to offer a refund for instances where a participant misses an after-school club session. We are a service-based company and have to cover costs such as hire of venues and payment of coaches. Sessions still need to go ahead whether your child attends or not. Our dates and session times are published online at www.fiestasportscoaching.co.uk at the start of each course so unfortunately we cannot offer a refund for sessions/ days/ weeks missed mid-course because of other family commitments or doctor's appointments, for example. Nor can we offer a refund mid-course because a participant decides that they don't wish to attend anymore. Most of our after-school courses occur in 5 to 7-week blocks and so enrolling on a course signifies a commitment to attend for that time period.

Nevertheless, if for any reason we as a company are unable to fulfil the allotted sessions (e.g. if the coach was ill and we were unable to find a suitable replacement), then we would initially attempt to run the session at an alternate date OR offer a refund for the sessions missed. This would also include instances where the venue became unusable (at camps or after school clubs) due to an event like flooding where the sports facility was out of action for several weeks.

3. Once the maximum number of participants at a club has been reached, we will then operate a waiting list on a first-come, first served basis in case any additional places become available (e.g. due to drop outs or because we are able to expand the club capacity).

4. Fiesta Sports Coaching Ltd takes your privacy very seriously. Our privacy and GDPR policy can be seen on the Guides/ Policies section of the website and sets out how we use and look after the personal information we collect from you. We are the data controller, responsible for the processing of any personal data you give us. We take reasonable care to keep your information secure and to prevent any unauthorised access to or use of it. Our online booking system generates a password protected register which will need to be shared a) with the office staff at the school hosting any after school club and b) with the coach in charge of the session. We will not share your personal data with any other third parties (unless you have given us specific permission to do so).

5. Fiesta Sports Coaching must ensure that when personal data is no longer needed for specified purposes, it is deleted or anonymised. We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at the start of each academic year (1st August). We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

6. Communications to parents may be sent periodically by email/ text. These will be relevant and informative, and you have the freedom to unsubscribe at any point. These communications will involve Fiesta Sports Coaching Ltd Activities.

7. When registering for any of our clubs/ camps or courses, it is the parent's responsibility to ensure that a participant is collected at the correct time each week. We are reasonable and accept that events can occasionally occur that are beyond parents' control. Nevertheless, repeated late collection from clubs without any explanation may result in a child being removed from the course.

8. Fiesta Sports Coaching Ltd reserves the right to exclude a child from both term time clubs or holiday camps if there is persistent bad behaviour or there is an immediate safeguarding risk to either other children or coaches at

the club. Our coaches are experienced and trained in behaviour management, but we expect high levels of behaviour and teamwork from our participants.

9. Fiesta Sports Coaching Ltd has clear safeguarding, anti-bullying and anti-racism policies and we take these issues very seriously. All participants, parents and staff at our courses have the right to enjoy taking part without fear or intolerance because of their ethnicity, religion, sexuality, size, shape, gender or economic background. We reserve the right to remove a participant from one of our courses if there has been a breach of our high expectations (e.g. related to racism, bullying or homophobia). Any queries should be directed to info@fiestasportscoaching.co.uk

Safeguarding concerns should be directed to the Directors at Fiesta Sports Coaching in the first instance. Alternatively please refer all cases of suspected abuse or neglect to the Multi Agency Safeguarding Hub (MASH), Police (cases where a crime may have been committed) and to the Channel programme where there is a radicalisation concern. Safeguarding Referrals must be made in one of the following ways:

By telephone contact to the Multi-Agency Safeguarding Hub (MASH): 0300 126 1000 (Option 1)

By e-mail to: MASH@northamptonshire.gcsx.gov.uk

By using the online referral form found at:

<http://www.northamptonshirescb.org.uk/more/borough-and-district-councils/how-to-make-an-online-referral/>

In an emergency outside office hours, contact children's social care out of hours team on 01604 626938 or the Police. If a child is in immediate danger at any time, left alone or missing, you should contact the police directly and/or an ambulance using 999.

10. Participants should not be allowed to chew gum during sessions due to the danger of choking. For the safety and wellbeing of participants the wearing of earrings, ear studs or other jewellery (metal or plastics) should not be permitted during our term time sports clubs and holiday camps. We will ask children to remove these items (strictly not to be removed by coaches, but by the participants themselves) in order for the children to participate.

11. For after school and holiday camp bookings, it is vital that parents follow our recommendations for clothing, footwear and food. At our camps, we always recommend that participants have warm weather clothing such as a coat/ waterproof, hat and gloves. All participants should also have a refillable drinks bottle. On holiday camps, parents should ensure that their child brings a packed lunch and wears hat/ sunscreen if the weather is expected to be hot. Fiesta Sports Coaching coaches will not administer sunscreen for safeguarding reasons. This will have to be administered by the parent or the child themselves. Fiesta Sports Coaching Ltd reserves the right to refuse access to a camp or club if a child does not have adequate kit to ensure they can take part in the activity safely.