

## ALLEYN'S SPORTS SPECIFIC COACHING TERMS & CONDITIONS

These terms & conditions apply to all sports specific coaching courses provided by Alleyn's School Enterprises Limited and should be read alongside the information provided on the course website.

### 1) ALLEYN'S SCHOOL ENTERPRISES LIMITED (ASEL)

- Our sports specific coaching courses are managed by and operated on behalf of Alleyn's School Enterprises Limited (ASEL) – Company Number 03525786.
- ASEL is the wholly owned trading subsidiary of Alleyn's School undertaking commercial trading activities that do not fall within the objects of the charity.
- Profits made by ASEL activities are donated to the School through Gift Aid.

### 2) BOOKINGS

- I. Please make all bookings in advance via the online booking system, these will be confirmed by automated email.
- II. Part or full payment is regarded as acceptance of our Terms & Conditions and your acknowledgement of guidance outlined in the Course Information document.
- III. No booking will be confirmed prior to receipt of full payment and all child registration documents being completed.

### 3) CHANGING YOUR BOOKING

- I. If you give us 14 or more days' notice prior to your booking starting you will be able to change your date(s) within the same holiday season, subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team via 020 8299 5027 or [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) at the earliest opportunity.
- II. We may be unable to make changes with less than 10 days' notice.

- III. If you purchased a discounted Full Week and subsequently wish to split up the days across different weeks, your booking will then be recalculated using the standard daily rate, which may result in an additional charge.

### 4) CANCELLING YOUR BOOKING

- I. If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid. Please send all refund requests to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- II. As we offer a discounted price on booking a Full Week option, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.
- III. If you provide less than 14 days' notice before the date(s) you would like to cancel, no refund is available.
- IV. Please allow 10 working days for refunds to be processed.
- V. If illness or injury prevents attendance, you will be able to change your dates within the same holiday season, subject to availability, free of charge or to receive a credit to be redeemed against a future booking provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team via 020 8299 5027 or [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) at the earliest opportunity.

### 5) COURSE CANCELLATION

- I. In exceptional circumstances we may be required to cancel course dates. In this event we will try to give those booked onto the affected course at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, where preferred, we will refund all monies paid for the dates cancelled.

### 6) ADVERSE WEATHER CONDITIONS

- I. In the unlikely case that we are unable to run the course due to adverse weather conditions we will offer a full refund or credit for another day.
- II. We will endeavour to advise customers of any closure by means of email, text, or notification on the course website as soon as possible. The website will be updated with the most up to date information.
- III. If customers are unable to attend the course during adverse weather conditions but the site is open and course running as planned, no refund will be applicable.

- IV. Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk).
- V. It is the responsibility of parents to ensure children are dressed appropriately for both hot and cold weather conditions.

## 7) AVAILABLE DATES & ACTIVITIES

- I. All information in our literature is correct at time of publishing.
- II. Changes may occur and, if so, we will inform customers via our website as quickly as possible.
- III. Not every activity pictured or listed in our literature is always available.
- IV. Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- V. Activity timetables – if displayed – are a guide and are subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
- VI. The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

## 8) INSURANCE

- I. All course attendees are covered by the Alleyn's School Public Liability Insurance.
- II. Coaches and other staff assisting a course are covered by Alleyn's School Employers Liability Insurance.

## 9) HEALTH POLICY

- I. We require all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- II. Where required our Lead Coach, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name, and the duration of the treatment. We will not be able to administer your child's medication without written permission.

## 10) FITNESS POLICY

- I. It is our primary goal to ensure the health, safety, and well-being of all attendees. As such, we require all children attending to be physically fit and

capable of participating in daily sports activities as outlined in our course information.

- II. Before attending a course, it is the parents responsibility to ensure that course attendees are in good health, physically fit and able to participate in the sporting activities outlined in our course information and where an attendee has an ongoing health concern, allergy, or other special needs, that we are provided with detailed information at the time of booking so that we can take the necessary precautions.
- III. Please speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team via 020 8299 5027 or [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) before booking if there are any concerns.

## 11) FIRST AID

- I. In the event of an incident, first aid will be administered to attendees in our care and the emergency services will be called if necessary.
- II. Attendees who carry auto-immune injectors or other essential prescribed medication must speak to the Lead Coach on their first day to ensure all relevant medication and information has been brought to the course. Medication may be handed in to the Lead Coach for safe keeping if required.

## 12) NOTICE OF ABSENCE

- I. If a child is not attending a scheduled day of a course, parents/carers must telephone the Alleyn's School Enterprises Ltd (ASEL) Office (020 8613 5027) or email [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) to allow us to update records.

## 13) LOST PROPERTY

- I. We are not liable for any lost, stolen, or damaged personal property on course.
- II. Lost property will be held until one week after the last day during that holiday period and should be collected no later than the week after a course finishes.
- III. Unclaimed lost property will be given to charity and will not be retained at the School.

## 14) PHOTOGRAPHY & VIDEOGRAPHY

- I. Please be aware that we may occasionally take photographs/videos of children on a course for promotional and informational material.
- II. If filming is due to take place, parents will be notified ahead of time via email and a notice will be put up in the registration area. Please inform us via email or advise the Lead Coach at registration if you have any objections to your child being featured in this material.

## 15) MOBILE PHONES & ELECTRONIC DEVICES

- I. Any mobile phones brought to a course should be handed to the Lead Coach and will be kept until the end of the day or kept unused with attendees belongings.
- II. Parents/Guardians are able to contact the Lead Coach if they wish to speak with their child during the course.
- III. We will not take any responsibility for the damage or loss of any electronic devices that are brought to a course.

## 16) MONEY & EXPENSIVE ITEMS

- I. We recommend that your child does not bring:
  - a. Money – we will not be selling anything to buy.
  - b. Anything else of substantial value such as jewellery, accessories, or designer clothes.
- II. We cannot be held responsible, nor can we compensate if items get damaged or go missing.
- III. We do endeavour to return lost property where possible, to do this we ask that belongings are clearly named.
- IV. If anything is missing when your son or daughter leaves the course, please let the Lead Coach know about it as soon as possible so we have the best chance of finding the lost item.

## 17) EQUAL OPPORTUNITIES & CHILD PROTECTION

- I. We support equality and welcomes all children, regardless of their gender, ability, race, or religion.
- II. Each child attending a course is of equal value and is entitled to equal access and opportunity.

- III. We operate a zero-tolerance policy on discrimination or bullying of any kind.
- IV. We have a legal obligation in relation to Safeguarding and Child Protection.
- V. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and our regulator, Ofsted, or other official agencies.

## 18) SPECIFIC NEEDS AND MEDICAL CONDITIONS

- I. We recognise that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the course environment.
- II. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- III. It is the responsibility of the parent/carer to contact ASEL on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) (separately to the booking) to inform us of any medical conditions and special educational needs or disabilities. A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the course within the staffing ratios provided for their age group.
- IV. Where the needs of each child vary, decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- V. We are not able to provide additional staff to support a child above the ratios of 1:20 when supervising children between 11 to 16 years old, irrespective of any specific needs or medical conditions.
- VI. We do not provide one-to-one support.
- VII. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

## 19) ENGLISH AS A SECOND LANGUAGE

- I. We are open to all children, no matter their background or origin.
- II. We do ask that all children attending a course can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.

- III. Children who are unable to communicate with their peers may not enjoy their time with us as much as others.
- IV. We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

## 20) BEHAVIOUR & CODE OF CONDUCT

- I. We encourage a relaxed atmosphere on our courses and always aims to promote good behaviour.
- II. Upon booking you agree that your child or children will:
  - a. Respect the property of others
  - b. Be patient, honest, fair, and polite to others
  - c. Not use abusive or explicit language
  - d. Not be aggressive in the way they speak or behave towards others
  - e. Respect and treat others as they would wish to be treated
- III. We have a responsibility for ensuring the wellbeing and safety of all children in our care and have approved procedures for managing behaviour.
- IV. Parents/Guardians will be informed of any unacceptable behaviour. The Lead Coach may issue a warning to the parent/guardian regarding their child's behaviour. We reserve the right to exclude the child from a course without refund if two warnings are received during any one week. Parents/Guardians may contest these warnings by contacting the ASEL Office on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- V. We follow a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- VI. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from a course. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.

## 21) DATA PROTECTION

- I. We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
- II. You may opt out of our mailing list when booking, or afterwards at any stage.

- III. We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.

## 22) FEEDBACK & COMPLAINTS

- I. If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- II. If you have a concern regarding course, this should initially be raised with the Lead Coach.
- III. If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
- IV. If you are still unsatisfied and wish to make an official complaint, then please send an email detailing the issue to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- V. Your complaint will be investigated by our Commercial Courses Co-ordinator. Our Chief Financial Officer (CFO) and Co-commercial Director will be informed of the problem and actions taken to resolve.
- VI. If, following the above, you are still unsatisfied then please contact the CFO via [CFO@alleyns.org.uk](mailto:CFO@alleyns.org.uk). Our CFO will investigate and provide a response as appropriate.

## 23) SAFEGUARDING & CHILD PROTECTION

- I. The Alleyn's sports specific coaching courses adhere to the Alleyn's School Safeguarding and Child Protection policy.
- II. Sports specific coaching courses are not required to register with Ofsted nevertheless, please be assured that all our staff have been fully DBS checked by Alleyn's School and vetted to ensure that they hold suitable qualifications before starting work for us. Our policies and procedures, and insurance provision, meet all necessary requirements and the welfare of the children in our care will always take priority.
- III. Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers, and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).

IV. Andy Skinnard, Senior Deputy Head and Member of SMT is the Designated Safeguarding Lead (DSL) and Designated Child Protection Officer (DCPO). Mr Skinnard can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457.