



Booking Terms and Conditions

Policy Introduction

The following policy outlines the booking terms and conditions for all services delivered by JB's Sports Coaching.

Customer Awareness and Responsibilities

All staff members employed by JB's Sports Coaching hold an enhanced DBS check and none are prohibited from teaching, nor have been disqualified from childcare work.

Staff will take full responsibility for the participants during their activity and will ensure a safe delivery/working environment for all individuals involved, at all times.

Staff members are suitably trained in First Aid and have the responsibility and knowledge to deliver First Aid when required.

Parents/carers are responsible for collecting children promptly at the end of a session/activity. Where applicable, a late collection fee may be charged should you fail to do so.

Participants must be the applicable age for the selected service delivery. Should this not be the case, staff reserve the right to void the booking.

It is the parent/carers or individual (for adult bookings) responsibility to ensure staff are made aware of any medical issues and/or special conditions which they may need support with during the day. This may include, but is not limited to the administering of medication, support with access to facilities and dietary requirements.

Illness

If the individual is unwell, please refrain from bringing them to the activity.

If an individual has an open wound, infection, or is recovering from a contagious illness, they must not attend the session.

Dress Code

All individuals should wear appropriate clothing for the booked activity. Should you need advice on what to wear for a session, please contact admin@jbsportcoaching.co.uk.

Jewellery is prohibited for all sessions, with the exception of medical bracelets.

Behaviour and Conduct

All individuals are expected to behave appropriately during their activity. Any individual who fails to do so and doesn't respond to first warnings will no longer be welcome at the session and may be asked to leave. In this circumstance, no refund will be provided.

Payment/Refund

All fees for services must be paid in full, prior to the delivery of the activity.

No cash payments can be taken. All bookings and payments must be made through the appropriate booking system.

Under normal circumstances, activity fees are non refundable. Under certain circumstances such as long term illness/injury, refunds can be provided if agreed by JB's Sports Coaching. Should you wish to discuss such a circumstance, please contact admin@jbsportcoaching.co.uk.

JB's Sports Coaching reserve the right to alter the price of activities at any time.