PLG Sports Coaching

School and Club Class Terms and Conditions

Version1.1
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PLG Sports Coaching – Terms and Conditions

1. General

- Your booking is based upon our company Terms and Conditions set out below. It is important that you read and understand them. When making a booking with us you will be asked to tick a box to confirm you understand these agreements with us.
- Our Terms and conditions maybe updated at times. Please check our website for the most up to date information. You can also view our terms and conditions when booking
- We have a dedicated customer service team who can help you throughout and after your booking

2. Bookings

- All Responsibility for all booking details for child attendee lies with "The User" when registering for the first time and for each subsequent booking
- Responsibility for keeping medical and contact details up to date lies with "The User"
- "The user" is only permitted to have children they are the parent or guardian of as an attendee on their account and may not book other children under their account unless granted a special exemption from the PLG Customer service team.

3. Payment Terms

- We accept payment with debit/credit card (Visa and Mastercard) and via Klarna
- We do not accept American Express, PayPal, cash or cheque.
- Payment is due at time of booking; no place will be confirmed until full payment is made.
- If using our payment plan method. The initial non-refundable deposit shown will be due at the time of booking with the remainder automatically taken at the shown date before the term starts. If this 2nd payment fails and payment is not received within 7 days, PLG reserves the right to cancel your child's place and retain your deposit
- Our booking software is Pembee. Card details are encrypted and stored for use with future bookings. You, the user will have the choice of whether to store your card details or not.
- The payment plan is for term time courses only and is not eligible for use on any holiday camps

4. Cancellation terms

- If you cancel your child's place on one of our school or club classes more than 24 hours before the start of the term, you can receive a refund. If you need to cancel during the term, refunds will only be given due to medical reasons which are supported by a medical note. If you cancel for a non-medical reason, you will receive a credit to your account which will be valid for 1-year from the date of issue.
- If you miss a session without prior notice, we will not be able to offer a credit or refund.
- If PLG Sports Coaching must cancel a session (due to coach illness or bad weather for example). We will endeavour to contact you as far in advance as possible. You will be offered a credit or refund if a session is cancelled by us.

5. Monthly Payment Plan

- Monthly payments may be used to split the payments for term time classes into four smaller separate payments.
- The monthly payment option is only available if booking before the term has started. After these bookings must be paid for in full upfront.
- Bookings must still be made as usual on our booking system and "monthly payment plan" be selected at checkout.
- An initial payment is required to secure your child's place.
- The remaining payments will be taken on the first of each month for the following 3 months.
- The monthly payment plan is not a rolling subscription; it is a commitment to paying the full-term fees over 4 separate payments.
- The same cancellation/refund policy applies to the monthly payment plan as paying in full.
- Any missed lessons will not be rolled over to another term but can be credited or refunded as per our refund terms.
- Please see clause 17 for our full monthly payment plan policy.

6. Account Credit

- Account credit is valid for 1 year.
- Account credit on your account cannot be extended or refunded as a cash payment
- Account credit may be used as part of full payment towards any booking made on our Pembee system.

7. Refunds,

- In the event of a refund, these will be issued to the original card used at the time of booking

- Should this card be expired, lost or stolen and a new card issue by your bank. Your bank will automatically re-direct the refund to your new card via the STRIPE system.
- Refunds cannot be sent to a different card.

8. Adverse weather

- Where adverse weather makes outdoor activities unsuitable or unsafe, sessions may be adapted or moved indoors.
- Where applicable, PLG Sports Coaching will follow the school's wet-weather arrangements, which may include classroom-based alternative physical activities where suitable indoor sports facilities are unavailable.
- A session that proceeds indoors with alternative activities will not be treated as cancelled solely because the originally planned activity cannot take place.
- If no suitable indoor space is available and the session must be cancelled, a make-up session will be offered where possible. If a make-up session cannot be arranged, a credit will automatically be issued in accordance with our cancellation and credit policy.
- If a make-up session is offered but a child does not attend, no additional refund, credit or compensation will be provided for that missed make-up session.

9. Illness and Injury

- We know injuries can happen and if your child can't attend a session due to an injury, we are happy to credit the sessions missed. A valid medical note will be required for this. If your child must miss the remainder of term or whole term as a result, we can offer you a credit or refund.
- If a doctor's note can't be provided, we will be unable to credit or refund the booking.

10. Health and Safety

- PLG Sports Coaching coaches to a ratio that aligns with statutory requirements The actual ration varies between age groups and activities.
- PLG Sports Coaching does not coach to higher than 1:10 (1 coach to 12 children).
- It is the responsibility of the parent/guardian to disclose full information or any physical or behavioural conditions. If your child has additional needs, please get in touch so we can see how we can best support them.
- Children must not attend classes if they are Ill or infectious. Sessions can be credited in this situation.
- If the behaviour of the child is considered to be dangerous or inappropriate, PLG Sports Coaching reserves the right to decline/cancel a booking or exclude any child for any reason at its

absolute discretion No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

11. Drop Off and Collection Policy

- For safeguarding reasons, PLG Sports Coaching has a strict policy on the drop off and collection of children at our school classes.
- A parent should make every effort to let the school, or the coach know if they are running late to pick up.
- A late pick-up fee of £5 for every 15 minutes is applicable for multiple late pick-ups.
- Please note, exclusion may also result due to persistent late collection.

12. Personal Property

- We do not take responsibility for the loss or damage of any items of personal property brought into classes and our insurance does not cover personal items.

13. Child Protection

- If our staff suspect a child may be suffering from or makes a disclosure of abuse, our staff are obligated to report to the relevant authorities. If we suspect the child is in immediate danger, we are obligated to involve the police.

14. Photography and Video

- · On occasion our team may take photographs or video footage at our venues. This is for marketing and promotional purposes.
- Permissions are granted/denied by the user when registering.
- ·Permissions can be checked and changed under the 'Attendee' section in your account.
- On the day of any photos or videos being taken, we will ask you to confirm your choice at drop off. You will have the option to change your give or remove permission if you wish.

15. Data Protection

- To process your booking, we need to collect personal details about you and the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.
- Additionally, we would like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we'll ask for your consent to this when you register your details with us. Our full privacy policy is available online our website.
- When talking to a member of our team, you must give us your security password set when registering. We won't be able to talk to

you about your account without this. Please note your security password is not your account password and must not be the same.

16. Complaints Procedure

- **Step 1 -** Speak to the coach who is the most likely to resolve any concerns quickly and efficiently
- **Step 2 -** If you feel your complaint has not been successfully dealt with, you may raise your concern with PLG's Customer Service team by calling e-mail info@plgsportscoaching.com
- Our customer service team will endeavour to address your complaint within 48 working hours and strive to resolve any issues quickly and effectively.
- Our full complaints policy is available online on our website

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