

Admission/Booking System Terms & Conditions

Booking completion confirms your acceptance of the following terms and conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

1.SEN AND INCLUSION

It is important that we are fully informed of any child with additional needs so we can support them in the best way possible. The best way to do this is via the online booking and registration and a call/email to our Head Office. If your child requires 1 to 1 support, we need as much notice as possible in order for you to contact your Local Authority to apply for funding. Progressive Sports are unfortunately unable to provide internal 1:1 support. Prior to confirming your booking, please call/email our office on 01889 343120 info@progressive-sports.co.uk where you will be provided with a SEN enquiry form. Once we have received this, we will be able to take the next steps in putting support in place for your child at our provision.

2.MINIMUM AGE REQUIREMENT

We cannot accept children under the age of five to any of our Clubs/Holiday camps, unless attending a specific Early Years provision/venue. If a child is suspected to not meet the above, we reserve the right to request proof of age. We also reserve the right to refuse entry and/or ask the child/children to be collected immediately, no refund/credit will be available. Progressive Sports staff are not trained in personal care or expected to be involved in any areas of personal care or toileting. Where young children may have 'accidents' parents should inform Progressive Sports staff during the booking process and devise a plan for such eventualities and how they will be dealt with. Children who are not toilet trained and/or in pull-ups/nappies cannot be assisted in any toileting by our staff.

In general, the principal in these circumstances will be that staff verbally support the child to clean themselves. Therefore, it is expected that parents/carers will have trained their children to be clean and dry by the time they arrive at any Progressive Sports provision, this is unless children are attending an Early Years specific provision/venue, and in this instance, parents should advise us of any personal care support required (nappy changing, support with toileting, regular 'accidents') prior to booking.

3.PAYMENT

Progressive Sports are a payment upfront booking service unless a monthly Direct Debit payment plan is agreed with the office. Should you intend to make monthly payments via another payment method, the office can be contacted at info@progressive-sports.co.uk It is the parent's sole responsibility to make sure they request payment from their Bank/ Childcare voucher / Tax Credit Provider as soon as the booking is made. You may be required to provide proof of the requested payment where necessary.

4. CANCELLATION & REFUND POLICY

Active Camps and Wraparound

We at Progressive Sports like to be as approachable and helpful as we can be with cancellations. We have the following policies for our Wraparound Care and Active Camps. We are more than happy to make any amendment to your booking with 24 hours' notice.

Should your child not be able to attend a session due to sickness or injury, we require a valid doctor's note for a credit/transfer. This is due to staffing and resource levels being pre-arranged.

- More than 1 weeks' notice = full refund
- 1 weeks to 24 hours' notice = credit on account/transfer
- Less than 24 hours' notice = no refund or credit available

Please note any tax free or childcare vouchers cannot be refunded and will only be issued as credit.

For any out of hours cancellations or changes, please email the office on info@progressive-sports.co.uk Cancellation periods will be calculated from the date/time the email was received.

Extra Curriculum Clubs

All our Extra Curriculum Clubs are pre-paid at the start of the term. Therefore, we are unable to provide any credit/transfer or refund for missed sessions, including sickness.

Parties

Once booked, no cash refund will be provided upon cancellation. If cancelled with 7 days' notice, a credit note will be issued to use against other Progressive Sports services or for re-booking the party. Please note that we charge a £50 non-refundable deposit, which will be deducted from any credit notes issued.

5.LATE BOOKINGS FOR WRAPAROUND

Any sessions booked after the cut off time (4 hours before the activity is due to start), will incur an admin charge of £2 per booking.

Progressive Sports operate on a strict pre-booking system. If a booking is not made, entry will be refused if the child has not attended before. If a booking is not made and the child has attended previously, a £5 charge will be incurred.

6.EARLY ARRIVAL & LATE COLLECTION POLICY/FEEES

Your arrival time must not be before your selected booking start time. This will result in refusal of entry, unless there is an earlier booking slot available, and then you are required to call the main office to change the booking and pay for extra time, before entry will be granted.

Progressive Sports reserve the right to charge a fee or issue a ban for late collection of any children. If a child/child is collected after the allocated collection time identified on the booking, the below policy will apply.

Our Late collection policy is as follows:

We understand lateness can happen on occasion, but we do have to stress that we discourage late collections in all instances. Please call us if you are running late so that we can ensure staff remain on site to the correct ratios.

Penalties apply to cover the overtime cost of the Coach and Supervisor to stay until collection.

Collection within setting operating hours: you will be charged for the next block of wraparound 10 minutes late:

£10 if the setting/session has closed for the day (or extended to the late session where still available).

Every 10 minutes after this: £10

This balance will be charged to the account and must be paid to continue attending the sessions.

If you are regularly late, we will ask you to amend your booking to include the next session. If lateness after closing hours occurs often, we have the right to enforce a ban on the childcare account.

7.LOST PROPERTY

Please ensure that children do not bring valuable toys and/or belongings with them as we cannot be held responsible if they go missing or are broken. We recommend that all personal items are labelled clearly with your child's full name. We cannot guarantee the return of lost property but will endeavour to return items on request that we are able to identify. Any lost property will be returned to our Head Office in Rugeley, Staffordshire and parents will be required to arrange a collection.

Progressive Sports will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Progressive Sports will distribute the lost property to local charities.

8.PHOTOGRAPHY / VIDEOGRAPHY

From time to time, we take photographs and videos at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs or videos, you must not agree to photo consent when booking. These photos/videos are often posted on our social media for parents to view.

When agreeing to photo consent, images of your child may be used on our Class Dojo feed available to all parents who access the provision at your venue.

9.MEDICAL INFORMATION & SPECIAL CONDITIONS

When booking, you must provide two emergency contact details and relevant medical information, allergies, additional needs and dietary restrictions regarding your child. If full information is not provided this may result in that child being excluded from certain activities, or if it felt necessary, excluded from using Progressive Sports. In such circumstances, no refund or credit will be paid. Progressive Sports reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child. If your child requires 1 to 1 care, please refer to section 1. SEN AND INCLUSION.

10.SAFEGUARDING

Progressive Sports staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures.

11.RATIOS/AGE GROUPS

Progressive Sports ratio of staff to children normally exceeds all statutory requirements. The

actual ratio varies between activities and age groups. 1:15 Wraparound care, 1:16 Extra Curricular Clubs, 1:15 Active Camps.

We always endeavour to group children within our advertised age groups, however, due to a regulatory requirement to maintain staff to child ratios, dependant on the actual ages of the children attending on the day, we reserve the right to group children differently to that advertised.

12.LIABILITY

Progressive Sports does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

We reserve the right to pass on to the booking parent/carer the cost of any damage to property or facilities, caused by you or any participant you have booked onto any Progressive Sports provision.

13.INSURANCE

All children in our care are covered by our Public Liability Insurance.

14.EXCLUSION

Should Progressive Sports feel that the behaviour of any child is found to compromise the safety of the session or the enjoyment of other children, Progressive Sports reserve the right to issue a ban for poor behaviour of any children without notice.

Progressive Sports reserves the right to exclude or refuse any person without notice, for example through behaviour, persistent non-payment or any other reason deemed appropriate by the company. Transport home will be the responsibility of the parent and no refund/credit will be available.

Please see our behaviour and exclusion policies for more details.

15.PROGRAMME CHANGES

Progressive Sports reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, and will communicate any changes to bookings accordingly and refunds/credit notes will be issued if applicable.

Progressive Sports reserve the right to cancel any course 24hrs before it commences due to insufficient bookings.

16.POLICIES AND PROCEDURES

Copies of Progressive Sports policies and procedures are available at the activity venue or will be sent to parents on request.

17.ENFORCED VENUE CLOSURE

If any Progressive Sports club is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc), due to bad weather (e.g. Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis), Industrial Action (teaching strike etc) or for any other reason, customers will be communicated with accordingly and, where appropriate, alternative childcare provision will be offered.

18.COMPLAINTS

Progressive Sports are committed to providing high quality childcare. We take ALL complaints very seriously. If you or your child are not satisfied with the service we provide we would like to know about it. Any complaint should be made to our Head Office on 01889 343120 or info@progressive-sports.co.uk we will do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If you feel that the outcome of the complaint is insufficient or would like to take the grievance further the complaint should be made in writing and sent to: CEO, Progressive Sports, The Crown Building, Sandy Lane, Rugeley WS15 2LB

In the unlikely event that you are not 100% satisfied with the outcome of the complaints procedure, you may wish to contact the Ofsted Early Years Complaints Helpline on 0300 123 4666, or write to their Regional Office at www.ofsted.gov.uk/contactus

19.DATA PROTECTION

Progressive Sports acts as a Data Controller for the purpose of the Data Protection Act 1998. As a requirement, we need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information includes names, ages, emergency contact details, any applicable medical or dietary restrictions and in some cases credit/debit card or other payment details. We hold and use some of your details for future marketing purposes such as sending you promotional information via email address provided. We do not sell or pass on your data to any third party.

These Terms and Conditions (and your booking) shall be governed by and interpreted in accordance with English law and subject to the exclusive jurisdiction of the English courts.

Last updated: January 2024

Due for review: January 2025