



## **Company Terms and Conditions**

### **Club Classes**

**Version 0.5**

**Updated 3<sup>rd</sup> July 2023**

**England Sport Group  
Imber Court  
Ember Lane  
East Molesey  
Surrey  
KT8 0BT**

## 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 the agreements with us.
- Our Terms & Conditions may be updated at times. The most up-to-date version can be found on our website [www.englishsportsgroup.com](http://www.englishsportsgroup.com) and is available to view when making a booking.
- We have a dedicated customer service team who are available to discuss any issues or questions you may have before, during or after your booking.

## 2.Booking

- Responsibility for all booking details for adult and child attendees lies with 'The User' when registering for the first time and making each booking.
- Only the children to whom you are the parent or guardian for are permitted to be included as attendees on your account.

## 3.Payment Terms

- We accept payment by credit/debit card.
- We do not accept payments by American Express, Paypal, cheque or cash.
- Payment is due at the time of booking. No place will be confirmed until payment is received in full by our Stripe account. Card details are encrypted and stored for use with future bookings on our booking software Pembee.
- You can make payment for any of our services via our website [www.englishsportsgroup.com](http://www.englishsportsgroup.com).

## 4.Cancellation Terms

- If you cancel your or your child's place on one or more of our Club Classes, a credit will only be issued if this is due to medical reasons. In such circumstances, this must be supported with a medical note.
- If you are unable to attend a lesson and it has been missed, we do not offer a catch-up session, credit or a refund. Club Classes are booked as a term and the onus is on you/your child to attend or not as you wish.
- If England Sports Group must cancel a Club Class (due to bad weather or coach illness for example), we will do our best to contact you in advance, and we will endeavour to arrange a catch-up session. If this is not possible, account credit will be issued. In the event a catch-up session is organised and your child is unable to attend, a credit will not be issued.

## 5.Account Credit

- Account credit is valid for 6 months only.
- Account credit cannot be extended or refunded as a cash payment.
- Account credit may not be used to purchase or offset fees for individual tennis lessons or used for Tennis England Club Membership.

## 6.Refunds

- In the event a refund is issued, please refer to the table below which outlines our terms.

Credit/Debit Card	Account Credit
Refund to original card	Account credit reissued (original expiry)

## 7.Illness & Injury

- We appreciate this can happen and if your child is unable to attend the class due to illness or injury, we ask that it is validated by a medical doctor's note and we will be happy to credit any sessions that are missed as a result.
- If a doctor's note cannot be provided, then we are unable to offer a credit for the booking.

## 8.Health and Safety

- England Sports Group ratio of coaches to children exceeds all statutory requirements. The actual ratio varies between activities and age groups.
- England Sports Group does not offer any higher coach:child ratio than 1:15 irrespective of any child's specific needs.
- It is the responsibility of the parent/guardian to disclose full information relating to the child's physical and mental health. If your child has additional needs, please get in touch so we can fully understand these and make sure we are able to support them.
- We have a duty of care to always keep children safe. Children must not attend classes if they are ill or infectious.
- If the behaviour of the child is considered to be dangerous or inappropriate, England Sports Group 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.

## 9. Drop Off and Collection Policy

- For safeguarding reasons, England Sports Group has a strict policy on the drop off and collection of children at our Club Classes. Please refer to this policy which is accessible via our website [www.englandsportsgroup.com](http://www.englandsportsgroup.com) for full details, including details of late pick up charges.
- A parent should make every effort to let the coach know if they are running late to pick up.
- **A late pick-up fee of £5 for every 15 minutes is applicable.**
- Please note, exclusion may also result due to persistent late collection.

## 10. 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.

## 11. 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.

## 12. 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.

## 13. 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.

#### **14.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 England Sports Group head office by calling 0800 043 0707, or e-mail [info@englandsportsgroup.com](mailto:info@englandsportsgroup.com).
- Our customer service team will endeavour to address your complaint within 48 working hours and strive to resolve any issues quickly and effectively.

End

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