

Quick Feet Coaching – Football Fitness Terms & Conditions (Version 1.2)

1.0 Booking

- 1.1 Booking a space in a 5-7 week block is based on a first come first served basis.
- 1.2 Bookings are confirmed with a Booking confirmation email from Quick Feet Coaching (QFC).
- 1.3 A confirmation email will be sent to the appropriate email address once a completed online participation and medical consent form is returned as well as payment confirmation.

2.0 Child safety

- 2.1 Children are not deemed to be in the care of QFC until instructed to enter the playing surface.
- 2.2 Children will remain within the care of QFC until they leave the playing surface with their registered parent/ carer, unless consent given to leave without a parent/ carer present via the Online Registration Form.

3.0 Child health

- 3.1 Children will not be allowed to commence the session if assessed to be too unwell or injured to commence.
- 3.2 Children that report feelings of being unwell or report other difficulties around their physical capacity during any session will be assessed and the appropriate aid given (if consent supplied).
- 3.3 Any child feeling unwell or having difficulties with any part of the session(s) should report these to an instructor immediately.
- 3.4 Basic first aid facilities will be available during each session with a qualified first aid instructor.
- 3.5 If medication is required and brought to the session by the child, then this will be administered by the child. QFC and associates will not be administering any medication during the session.
- 3.6 Marine Academy Sports Centre has access to a defibrillator and this will be available if the assessment of this is required for any child in the care of QFC.
- 3.7 All children should bring a labelled and filled water bottle for access to refreshment during and after a session.

4.0 Footwear and Clothing

- 4.1 The correct footwear must be worn by all children as set out by the footwear rules advised by Marine Academy Sports Centre via each MAP team. Footwear guidance can be sent on if needed.
- 4.2 In the event of wet weather then it is advised that a waterproof jacket supplied to the child with the child's name clearly labelled inside for ease of identification.
- 4.3 In the event of cold temperatures, then it is advised that close fitting under garments worn to aid with maintaining an appropriate body temperature.
- 4.4 All additional clothing or footwear brought to a session is done so at the discretion of the child and remains the child's responsibility throughout.

5.0 Weather

- 5.1 In the event of seriously poor weather conditions that is deemed unsafe to exercise outside then a postponement communication will be sent to all registered parents/ carers.

- 5.2 In the event of weather conditions deteriorating during a session that is deemed unsafe for outdoor activity then appropriate shelter will be found in Marine Academy Sports Centre.

6.0 Communication

- 6.1 All booking and registration communication will be directed to parents/carers of the registered interested children.
- 6.2 Email and Spond app will be the desired forms of communication initially.
- 6.3 All parents/ carers who wish to book a 5-7 week block will need to complete the online form sent via email. Once payment received (either bank transfer or cash) then an email confirmation will be sent to advise successful booking of a place.
- 6.4 Upon successful booking parents/ carers contact details will be requested to join a Spond group for the 5-7 week block booking for ease of communication.
- 6.5 Parents/ carers will be required to book each 5-7 week block separately following the same process as above to allow for medical/ residence/ carer/ participant changes.
- 6.6 Child fitness results will be communicated via email at the end of the 5-7 week block.
- 6.7 Any change in sessions, either for weather, instructor illness or other unforeseeable circumstances then all postponement communication will be through the Spond app.

7.0 Payment

- 7.1 All payments for each 5-7 week block booking will be via either bank transfer or cash.
- 7.2 No single session payments will be available at this time, only 5-7 week block payments will be available to align with the session structure and benefits to each child.
- 7.3 A 5-7 week block payment will be £45-£80 for each child regardless of age or ability.
- 7.4 If making the preferred bank transfer payment option then a reference on the transfer of the child's surname will be required for ease of accounting.

8.0 Refunds

- 8.1 Full refunds for block bookings will only be returned if booking cancellation is advised 24 hours before the first session at week 1.
- 8.2 Refunds for any cancelled session due to unforeseen QFC circumstances, e.g. weather, instructor illness etc. will be arranged to all registered participants at the end of the 5-7 week block if applicable.
- 8.3 Refunds will not be returned for a child missing a week or number of weeks through illness, injury or holiday.

9.0 Data protection & privacy

- 9.1 To allow Quick Feet Coaching to operate successfully we will need to acquire certain data about you and your child(ren).
- 9.2 This data will include information about you including your name, residential address, date of birth, medical information and also possible payment details.
- 9.3 The information we request is only and exclusively used by Quick Feet Coaching for the purposes of operating a successful and safe service to you and your child.
- 9.4 Your data and information may be used if an incident occurs such as a medical episode and may be given to e.g. Police, medical services, Marine Academy Plymouth if the need arises.
- 9.5 Personal data or information will not be supplied to any unknown organisation digitally or manually.
- 9.6 You have the right to request all data we hold about you and your child at any point and have the right to request all information removed from our systems.
- 9.7 Your data is protected by European law under the General Data Protection Regulations.

10. Complaints

- 10.1 All complaints should be directed in the first instance to Brendan Lightfoot (Quick Feet Coaching).
- 10.2 QFC will look to resolve any complaint amicably within 48 hours of receiving a written emailed complaint about any aspect of the service or experience while using our services.