



StepUp Sports Coaching
Keeping the Future Fit

Terms & Conditions

When you book with StepUp Sports Coaching there is an agreement between us. The agreement is based upon our Terms and Conditions and other information such as information found on our website and our FAQs.

Agreement

The agreement between you and StepUp Sports Coaching begins at the point where a payment is made, whether in part or full, and is when these terms and conditions apply from. This agreement is with you, as the person who made the booking, and you are responsible for ensuring any parent/carer relating to this booking is aware of, and accepts, these booking conditions.

Payments

We accept payment by credit/debit card, bank transfers, Childcare Vouchers and Tax-Free Childcare. Unfortunately, we cannot accept payments by American Express, PayPal or cheque. There are no charges for credit/debit cards.

Full and immediate payment should accompany every online booking made using a credit/debit card. Parents/Carers paying via bank transfers should ensure the funds have been transferred to our bank account within 48-hours of the booking.

Please allow 5-7 working days for Childcare Vouchers and/or Tax-Free Childcare to reach us and use your child's full name as a reference. Once we have received your payment, we will manually update your booking accordingly.

**Please note if you have paid with Edenred vouchers and require a refund, this will either need to be left as a credit on your StepUp Sports Coaching account. Edenred unfortunately do not accept refunds back to them directly.*

**Please note if you have paid with Bravo Benefit childcare vouchers, they require a £25 admin charge per refund. The charge can be deducted from the refund amount if required.*

Late Payments

StepUp Sports Coaching appreciates there may be times when parents/carers could find making a payment difficult. We encourage parents/carers to discuss alternative payment options with us. Any payment that remains unpaid two months after an online booking was made and the parent/carer has not discussed alternative payment options with us, the debt will be passed to an external debt collection agency. Any fees associated with the debt collection will be passed to the debtor.



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Confirmation

Your Booking Confirmation confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking.

Consumer Rights - as you are booking a service with specific dates, the 14-day cooling off period does not apply, however if your confirmation is not what you expected please tell us within 5 working days, we'll change it if we can, or refund you if we can't. After 5 working days our normal cancellation and booking amendment terms will apply.

Special Offers and Promotions

Our pricing policy works on the basis that the earlier you book the better the price. However, from time to time we may have a special offer or promotion that will make the price cheaper than you paid.

Booking Amendments

Any parent/carer booking a place and paying the reduced amount offered by a special offer and/or promotion accepts their booking comes with restrictions when attempting to make amendments to the booking.

1. You can change your dates within the same operating season, up to 14-days before your booking is due to commence, subject to availability.
2. Making such a change could incur a price increase if the price of the week or day you want to move to has increased.
3. You accept that if there is a difference in price from the original day booked and the current rate of the new day at the time of moving the booking, you will be required to pay the additional amount.

Any parent/carer booking and paying our standard, published rates can change their dates within the same operating season, up to the last working day before each week, subject to availability.

Cancellations and Refunds

You will only receive refunds for cancellations made within 14-days of the date your booking is due to commence. If this time limit is adhered to, a full refund or a transfer to another available session will be offered.

No refunds will be offered for cancellations received outside 14-days of the date your booking was due to commence unless cancellation was due to ill health. In this case we may offer a credit note to the full value of your booking subject to confirmation on the illness (e.g. doctor's note).

We will keep records of when a booking has been cancelled and where the balance has not been paid; repeat offenders risk being barred from booking future activities with StepUp Sports Coaching.



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Cancellations must be made in writing to hello@stepupfoundation.org.uk

Photography and Video Footage

From time to time we may post photographs and videos to our social media platforms for you to view, but please note we cannot guarantee we can always achieve this, nor that your child will appear on these. To exclude your child from being photographed and/or videoed, parents/carers must opt out by ticking the appropriate box when making an online booking.

Health and Safety

At the time of booking, it is the responsibility of the parent/guardian to supply us with full information relating to the child's physical and mental health, including an EHCP if the child has one. To maintain appropriate standards of health and safety, if your child has additional needs you will need to discuss these with us in advance of booking to ensure our staff can fully support your child. Children with certain medical, physical or behavioural conditions or those who cannot demonstrate the required skill to take part safely may not be able to participate in some activities.

StepUp Sports Coaching will provide all standard equipment required for the activity sessions. On the rare occasion the equipment provided does not meet the needs of an individual child, they may not be able to partake in that activity on safety grounds. In this instance, we will try to adapt the activity and if not possible, we will offer a suitable alternative activity.

We have a duty of care to ensure we can always keep children safe, so where English is not the child's first language, they must have a suitable level of understanding to ensure they can follow instructions from staff to keep themselves and others safe and communicate if they are unwell/injured.

To help prevent the spread of illness/disease, children must not attend camp if they are ill or infectious or been in contact with someone who has recently been diagnosed with an infectious illness/disease.

Administering Medication

If a child has been prescribed short-term medication, our advice is for the child not to attend*.

If a child with prescribed medicine does attend, parents should, where possible, administer the medication at home before arrival at the session. If a child needs to take medication during a session, children should be encouraged to take personal responsibility for this, and where appropriate, a Permission to Administer Medicine form should be completed by the parent.

Staff will observe a child self-administer their medication and support those who need additional help, but if a child refuses to take their medication, staff will not attempt to force



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them to do so against their wishes. Staff will contact and inform the child's parent/carer if this happens to seek further guidance on next steps.

It is the responsibility of the parent/carer who drops off a child at an activity session to ensure they personally hand medication over to staff on duty. All medication needs to be clearly labelled with the child's name, and all medication must be handed over in a separate bag. Staff will offer to store the medication until it is required.

Prescribed Medicine - Can only be administered if prescribed by a doctor, dentist, nurse or pharmacist. Medication must be provided in the original packaging including the instructions and information leaflet. The prescription sticker must be attached with the child's name, date, type of medicine and dosage. Medicine must be in date.

Non-Prescribed Medication (e.g. Calpol) - Can only be administered if appropriate for the child's age.

Medication must be provided in the original packaging and labelled with the child's name. It must include the instructions and information leaflet. We can only follow instructions included with medication and cannot issue a dose which is not recommended for the child's age. Medicine must be in date

When medication has been administered at an activity session, staff will record all relevant details on the Record of Medication Given form, and ask the child's parent/carer to sign the form to acknowledge that the medication has been given

**Inhalers and AAs (adrenaline auto injectors) are not affected by this condition.*

Your Child's Information

At the time of booking full and accurate information about the child's DOB, medical, physical or behavioural needs, or any other additional needs, must be provided. Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid.

Before your child's first day you must ensure all required information has been captured online via your account. All information given will be treated in complete confidence.

Child Protection

StepUp Sports Coaching staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice. At holiday clubs, the Designated Safeguarding Lead (DSL) is the Club Manager should you wish to speak to them. The company Designated Safeguarding

Lead (DSL) is Wayne Boardman who can be reached via email on wayne@stepupfoundation.org.uk



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Liability and Personal Property

StepUp Sports Coaching does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £5 million. StepUp Sports Coaching will not take responsibility for the loss or damage of any items of personal property brought into any of our activity areas. We actively encourage parents/carers not to permit their child to bring or wear anything that is financially valuable into an activity session (e.g. mobile phones/tablets/wearable technology/jewellery).

Exclusions

StepUp Sports Coaching reserves the right to decline/cancel a booking or exclude any child for any reason at its absolute discretion if the behaviour of the child is dangerous or inappropriate. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result. Please note: exclusion may also result due to persistent late collection.

Programme and Activities

From time to time, we may need to amend our activities, services, dates and venues for reasons within or outside our control, for example, (but not limited to) fire, natural disaster, health outbreak, infection management, pandemic restrictions, staff shortages, strike, riots,

acts/threats of terrorism, war, etc. In these circumstances, parents may choose to transfer to another StepUp Sports Coaching site and/or alternative dates as advertised at that time by StepUp Sports Coaching, subject to other conditions contained herein. If no suitable alternative can be found, a credit note, or refund will be offered. Compensation will not be offered under any circumstances.

Policies and Procedures

Copies of StepUp Sports Coaching's approved policies and procedures are held at holiday clubs and central office and are available on request.

Complaints

StepUp Sports Coaching is committed to ensuring every child has an amazing experience. If you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there is a problem while your child is still at the activity session, we can almost always resolve it. We cannot change the situation after the event, so please talk to the Club Manager promptly if you have any complaint.



If your child's activity session has finished and you wish to raise a concern, please contact our Founder and Director via wayne@stepupfoundation.org.uk within 10 days of your child's last day with us.

You can be assured that your complaint will be taken very seriously.

Data Protection

StepUp Sports Coaching acts as a Data Controller for the purposes of the GDPR. To process your booking, we need to collect personal details about you and all 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; you can opt out of being included on our mailing list when you first register with us.

If you have already registered with us and gave consent, and now wish to remove marketing consent, please email hello@stepupfoundation.org.uk with the email addresses you wish to withdraw consent, and we will action your request.

Details contained within these conditions were published in good faith in July 2023.

[StepUp Sports Coaching is the trading name of StepUp Foundation Limited](#)

[\(Registration number 08634423\)](#)