

# Supersportz Ltd

## TERMS & CONDITIONS

### 1. Bookings/Payments

All places on our courses and clubs must be pre-booked. Bookings will not be confirmed unless accompanied by payment. Supersportz accepts the following methods of payment: cash, cheque, selected childcare vouchers, debit cards (no credit cards) or BACS. Please contact the office for further information.

### 2. Cancellation by Supersportz

In the unlikely event that a club or course has to be cancelled by Supersportz, you will be offered a full refund.

### 3. Cancellation and refund policy

Alterations to holiday bookings can be made subject to availability. No refunds will be given once the course or club has started unless in exceptional circumstances ie illness or injury. Cancellations made within 7 days of the commencement of the course will not receive any credit note, outside this time credit notes will be issued. All transactions carry a £10 administration fee. Supersportz are unable to give a refund or credit note due to a school closure or cancellation of any session by the school (After School Clubs).

### 5. Medical information

Parents/Carers must state on the booking form if there are medical conditions, allergies that their child may have or any relevant background information that Supersportz staff should be aware of. By completing and signing the booking form the Parent/Carer gives consent for emergency first aid qualified Supersportz staff to administer basic first aid and seek professional medical help where necessary.

### 6. Behavioural standards

Supersportz expects children to behave at all times in a manner that is acceptable to both fellow children and Supersportz staff and we reserve the right to exclude a child from the course if their behaviour compromises the good atmosphere of the club.

### 6. Late Fees

Supersportz reserves the right to charge additional fees for late collection of children. These are £10 for every 15 minutes after the appointed collection time.

### 7. Lost Property

Please ensure that children do not bring valuable toys or belongings with them to the clubs/courses as we cannot be held responsible if these go missing. Please ensure clothing and belongings are clearly labelled with the child's name. Lost property will be kept for three weeks at the Supersportz office.

## **8. Photography**

From time to time we use photographs that we take at our clubs for marketing purposes. If you would prefer that your child is not included, please let us know in writing before the course starts.

## **9. Policies and Procedures**

Policies and procedures are held at the Supersportz office.

## **10. Liability**

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

## **11. Insurance**

Participants are covered by our Public Liability Insurance

## **12. Complaints**

Supersportz are committed to providing high quality fun varied and stimulating courses for children in a safe environment. If you are not happy with the service we would like to hear about it. In the first instance the complaint should be made to the Head Coach who will aim to sort out the problem immediately. If the outcome is not acceptable you should address your complaint in writing to the Supersportz office at 3 Green Lane, Hartley Wintney, RG27 8DL or email [sales@supersportz.co.uk](mailto:sales@supersportz.co.uk).

## **13. Data Protection**

We do not pass on your details to third parties.