

These Terms of service apply to the supply of any children's activities whether booked by you on our website or directly with a member of staff, including camps, clubs, courses, events and other activities supplied by a member of Metcalf Multisports LTD

By booking a class with Metcalf Multisports LTD you are acknowledging your full acceptance of these Terms and Conditions and confirming that you have not relied on any term other than those contained within these Terms and Conditions.

By using our website, you confirm your acceptance of those parts of these Terms and Conditions which are applicable to use of our website.

Contact details:

Metcalf Multisports LTD

111 Forest House Lane, Leicester, LE3 3PY

Phone: 07792659978

[ashley@metcalfmultisports.co.uk](mailto:ashley@metcalfmultisports.co.uk)

### **Booking session**

Upon receipt of a completed booking form and full payment from you, we will confirm your booking via the email address you have provided.

Before booking please ensure your child is available to attend the class and meets the conditions for participation in the class.

All session prices include VAT.

Discount codes are given out for a number of reasons such as Pupil premium, siblings discount for half term courses and credit for weeks owed due to cancellations. These codes are given out and are expected to be used for that individual booking only, result in sharing this code with other people will result in being unable to use our services again.

### **Class Changes**

In the event that we have to cancel a class/ session for any reason, we will offer alternative provision of the class to you. If you notify us prior to the start date of the re-arranged class that you would prefer a refund then we will refund to the person who booked the full value of the amount paid for the class.

In the event of bad weather, suitable indoor activities will be organised to replace the outdoor activities, at the discretion of our staff.

All after school clubs are block bookings (half terms) payment is required for whole block bookings regardless how many times you attend those classes and a refund won't be issued or credit won't be carried over to any other sessions.

Once your child is booked on you will receive half termly emails letting you know about the upcoming clubs so you are able to book on again. If you prefer not to receive emails about our courses please let us know and we can take you off the mailing list.

### **Cancellation Policies:**

#### **Breakfast and After School Clubs, Holiday courses and School Sessions:**

Our policy with after school clubs, holiday courses and school sessions is that we do not offer a refund, however we can offer an alternative session which your child may be able to transfer to in the same half term or holiday course. (depending on availability)

Registers will be taken by the coaches leading the sessions, these will be taken on, ipads, computers or phones. All coaches have their own log in details to class for kids. They can only see the registers that they are assigned to deliver the sessions for. They may use your contact details to call you for reasons such as, lateness, illness or any queries. The medical information you have entered will be used and helpful for the coaches to deliver their sessions safely. All registers will be emailed over to their schools so the school office can identify which child is going where for safeguarding purposes as well making their class teacher aware.

### **Picking a child up:**

Each child must be collected by a parent or guardian unless express written consent has been given prior to commencement of the class, confirming that the child may leave alone.

### **Child Protection:**

All Metcalf Multisports LTD staff members hold current child protection qualifications and an Enhanced DBS check certification. If a child complains of abuse, or a member of staff believes that the child is suffering from abuse, we will act in accordance with our child protection policy.

### **Medical information:**

Any relevant medical conditions of the child must be fully disclosed in writing at the time of booking and to the designated staff member before the class begins. If a medical condition is not disclosed in this way, then Metcalf Multisports LTD will not be responsible where the steps taken by it (or not taken) would have been different if the medical condition had been disclosed.

Metcalfe Multisports LTD can only administer medication in an emergency and then only where a member of staff with an appropriate level of qualification is present at the emergency.

**Health & Safety:**

A full risk assessment will be carried out by us in respect of each class.

All Metcalfe Multisports LTD staff members involved in the provision of the class hold at least a current Emergency Aid Certificate issued by an appropriate body.

By agreeing to these terms of use, you provide consent for us to administer all necessary first aid to your child as required at any time.

**Personal Belongings:**

We do not accept responsibility for loss or damage to your child's personal belongings whilst attending a class. You are responsible for ensuring that no valuables (including devices) are brought to the class by your child.

You must also create a safe area to participate and ensure that it is suitable for the type of activity that is the subject matter of the clip, video or stream. The area must be flat, be clear of obstruction (such as tables, light fittings, rugs), be big enough and suitable for the style of activity in which you are to take part. Please ensure clothing is suitable and appropriate for the activity. Ensure you stay hydrated throughout your participation in the activity.

**Breakfast, After school clubs and holiday courses :**

Our policy with breakfast, after school clubs and holiday courses is that we do not offer a refund, however we can offer an alternative session which your child may be able to transfer to in the same half term / same holiday course (depending on availability)

Please note: all cancellations need to be sent via email; [ashley@metcalfmultisports.co.uk](mailto:ashley@metcalfmultisports.co.uk) and not face to face