



Terms and Conditions for Panthera Football Club

Please note from time to time an update of our terms and conditions may be required. Updates to terms will be communicated through posts in Spond and publicized on our website.

Panthera players

- All Panthera team players are required to be members of Panthera FC and signed up to the monthly payment plan continuously through the season.
- Monthly payments must be made continuously throughout the season, if you are not attending for 2 months or more then please e mail admin@pantherafootball.co.uk and apply for a pause. The decision is at the discretion of the club Secretary.
- Season fees must be paid on time and forms completed on time or the
- players position in the team may be at risk
- All Panthera team players must complete a Panthera Registration form
- and accept these terms and conditions
- Panthera FC has a policy of maximum number of players of teams and
- places in the teams are made at the discretion of Arsenio Lima.
- Players in teams are to be of equal level to ensure our policy of equal game time across the season. This may mean players may be moved to teams of similar level.
- All Team players are required to attend a minimum of one training
- session a week unless on holiday and pre-agreed with the team coach.
- Players regularly not attending more than one training sessions a week
- and wishing to play to play in matches may not play full game time
- All team players are required to wear the designated training kit
- detailed in the Parent information page on website
- <https://pantherafootball.co.uk/parent-information>
- Please note EJA teams are run by Wingate Football Club and therefore operate under their terms and conditions. Our relationship is purely as partner club. Panthera coaches work under the employment and terms of Wingate not Panthera.



Terms and Conditions for Panthera Football Club

- Please be aware we have a number of girls playing in our teams, most are dual registered with Academies. For those players we operate different rules. These girls play in Cat 1/2 academies including Arsenal and Tottenham and are dual registered with our club. These girls are excluded from the rules of attendance.
- The club reserves the right to move players to different teams if it is deemed better for their development.

Bookings

- All attendance for Panthera registered players is monitored through the Spond app. Please ensure you mark attendance for your child through
- All registrations must be made through Panthera FC office and via bank transfer, Go Cardless payment plan or via paypal. Please note we do not accept cash.
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking
- For Monday's Technico academy, bookings are pay as you go via the
- Spond app. Please ensure you mark attendance and pay prior to the
- sessions. Please ensure all payments are transferred to the Panthera
- bank account.
- Single sessions are available at a cost of £15 per session payable in
- advance and at the discretion of Arsenio Lima.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel payment plans.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving onsite. If you arrive at a site
- and have not booked your child will not be accepted until a booking is
- made.
- One full month's notice must be given when cancelling your
- membership with Panthera FC.



Terms and Conditions for Panthera Football Club

- Season fees are non refundable.
- Any session fees are non refundable
- Tournament fees are non refundable

Special Offers and Discount codes

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time
- Sibling discount available please speak with Sen.

Payments and Overdue Balances

- Types of payment available are currently bank transfer, Go Cardless or Paypal. Please ensure your child's name is used as the reference and all fees must be paid before the second week of term
- Having an overdue balance may lead to the termination of your child's place within the club.
- Panthera FC will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Returns Policy

- Returns of personalised items are not accepted once an order has been made.
- Returns of defective items will be made as per the policy of our supplier Kitking or Discount Football.
- Panthera FC will not accept returns of kit unless the kit is good condition and contains the tags and within 7 days of receipt of the goods.

Safeguarding and Welfare:

Version 3.0 Updated May 2024



Terms and Conditions for Panthera Football Club

- We are committed to safeguarding all the children in our care from
- harm and abuse.
- Panthera FC are obligated to report any suspected child abuse or
- neglect to the relevant authorities.
- Parents must inform Panthera FC of any conditions that may affect
- their child (medical, learning, behavioural, etc). If full information is not
- provided, this may result in Panthera FC excluding them from certain
- activities or if it felt necessary, excluding them from using Panthera
- FC. In such circumstances no refund or credit will be paid.
- Medication:
- If your child requires medication of any sort, including an inhaler, the
- following must be in place before your child can attend:
- A written letter to Panthera FC detailing the medication and dosage and
- details of when your child needs to take this.
- Children can only be collected by an adult over the age of 16 who is known
- to the coach.

Babysitting/121 Sessions or other sessions outside of club time:

- Any babysitting/care arrangement/extra sessions between parents and
- Panthera FC staff is entirely separate from any agreement with Panthera FC. Panthera FC does not take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.

Exclusion:

Panthera FC reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures:

If Panthera FC is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or



Terms and Conditions for Panthera Football Club

Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes:

Panthera FC may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the Customer.

Photography:

Panthera FC occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

Complaints:

If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email The Head of Panthera FC on admin@pantherafootball.co.uk

Liability:

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

Panthera FC take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

On request, Panthera FC will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent. Holiday Club lost property will be distributed to local charities



Terms and Conditions for Panthera Football Club

two weeks after the school holiday.

Parent Abuse of staff:

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

Data Protection:

Panthera FC collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. Panthera FC may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Panthera FC.

For Panthera FC policies and procedures, please visit: www.Pantherafootball.co.uk

Parents must agree to the terms and conditions of our booking system to book with us.

Minimum Booking Clause

If there is fewer than 8 children having confirmed and paid for a place at the club, Panthera FC reserve the right to cancel sessions. This is a last resort. If this happens, parents/carers will be informed at least 3 days before the session and an alternative date will be given to hold the session.