

Terms and Conditions



Inclusive services

Holiday Clubs, After School Sports, Before School Sports, Breakfast Clubs & Inset Day Activities

It is a condition of Together in Sport Limited that you accept the following terms and conditions.

Please read the following important terms and conditions before you purchase anything on our website and check that you fully understand the terms and are happy to agree to the same.

These terms and conditions shall apply to your current booking. However, any new bookings made with us on your account may be subject to revised or different terms and conditions, so it is important that you read our terms and conditions each time a new booking is made with us.

Breakfast Clubs, Before and After School Clubs, Inset Day and Holiday Clubs

Together in Sport Limited operates an online system via Hivelink. Prior to a child participating in a Together in Sport Limited session, you the parent/ guardian will need to book your child(ren) on. If you are registering with us for the first time you will be required to register an account with Hivelink. All bookings are subject to availability and the person making the booking accepts our terms and conditions on behalf of all on the booking.

All bookings must be paid for at time of booking and are **non-refundable**.

It is the parents' responsibility to let the school know their children will be attending Together in Sport Limited sessions and the parents' responsibility to let the school know if they have cancelled their session at Together in Sport Limited.

Together in Sport Limited will send the partnership school a copy of the most up to date register via password protected email prior to the running of the club.

Together in Sport Limited Bookings

At the time of booking we will require from you:

Your child's name, address, date of birth and contact details of those persons to contact in relation to any matters concerning your child;

Any information regarding your child which may affect the provision by us of our services including any information that we ought reasonably be informed of to allow us to deliver the services to your child safely and effectively (including but not limited to any medical conditions, physical conditions, dietary requirements, allergies, injuries, disabilities, special arrangements, assistance needs, any requirements for one-to-one care, safeguarding concerns and/or behavioural needs concerning your child).

If your child is required to take medication whilst in our care, we will, at the beginning and end of each session, require you to complete and sign a medication form confirming the type of medication to be administered, when and how much administration is to occur and to acknowledge that the medication has been administered by us.

We will also require you to sign a consent to treatment form regarding any first aid or other medical treatment to be administered or medical decisions to be made on your child's behalf whilst in our care.

If you fail to provide us with the information, we need to safely provide the services to you and your child, we reserve the right to cancel your booking (or any part thereof). There will be no refund made by us of the booking price (or any credit offered) in these circumstances.

You must immediately inform us if any information provided to us in respect of your child changes.

You must be available and on hand to collect your child on request from us to do so. For example (but not limited to) if your child becomes unwell whilst in our care.

We may make written records of circumstances or matters concerning your child whilst they are in our care. For example (but without limitation) if we feel the need to inform you of any matters that have occurred during the session when you collect your child or to record sign in and out times. Any records made will be held in accordance with the terms of our Privacy Policy.

Breakfast Club (Adhoc Acceptable *Subject to space) & After School Clubs (Full course bookings ONLY)

These sessions are a regular booking pattern for same day and session time.

Parents / Guardians will **NOT** be able to make Ad hoc bookings for one off after school sport sessions. This is so Together in Sport Limited can adequately staff the sessions to comply with the company ratios. Parents will be required to commit to the full course from date of booking.

Parents/ Guardians **will** be able to make Ad hoc bookings for Breakfast club services. Ad hoc bookings are subject to availability on the day. Parents must book these sessions prior to their child's attendance.

Full course bookings **cannot** be swapped and in exceptional circumstances the discretion of the company directors will apply. Please email the Together in Sport Limited team tscoachingltd@gmail.com for any changes, amendments, or cancellation to your booking.

For sustainability of our before, after school clubs and Holiday Clubs, a minimum of 10 children per session is required. Together in Sport Limited will run clubs if the numbers fall below the minimum number of children required, however, Together in Sport Limited reserves the right to close certain days if the following events occur. Together in Sport Limited can close the club in advance and will not notify parents if this does happen. Parents will not be able to book these days and sessions. If Together in Sport Limited closes the clubs at short notice and there are bookings, then parents will be informed as soon as possible and, on this occasion, the booking will be cancelled and refunded to account credit. No refunds will be given. (see below where this will apply)

- There are no children booked into a before, after school club, Inset and Holiday Club.
- The numbers fall short of the minimum numbers required.
- There are no bookings.
- There are staffing issues within the company.

Holiday Club & Inset Day Bookings

For all holiday club bookings Together in Sport Limited accept ad hoc bookings across all locations in line with service on offer. Holiday club bookings are to be paid for at time of booking through our online booking system. All holiday club bookings are to be paid for at the time of booking.

Together in Sport Limited do **not** offer any cash refunds for cancellation or non-attendance of sessions.

We require in writing at least 14 days full notice of cancellation before your child's booked session to issue a 100% credit to your account. We require in writing at least 7 to 13 days full notice of cancellation before your child's booked session to issue a 50% credit to your account. If you cancel your sessions without giving us 7 full days' notice, no credit will be issued.

A £10.00 admin fee will be applied to all cancellations.

Together in Sport Limited reserves the right to cancel an Inset or holiday club or days within a holiday club period if it does not meet its minimum requirements of attendees. The minimum number of attendees is 15 attendees per day. If Together in Sport Limited cancel a holiday club or any days within a holiday club period, any fees paid will be refunded.

Invoices

All Together in Sport Limited bookings must be paid for immediately at time of booking. Together in Sport Limited reserves the right to cancel bookings until the outstanding amount is paid in full.

Payment

Payment is taken and time of booking via the booking system or Childcare vouchers (Subject to service). **An admin fee is applied to your booking cost at checkout.**

Ad hoc bookings are to be paid even if children are taken out of school for family holidays or sickness.

All payments are non-refundable.

We accept most credit cards and debit cards. The acceptable forms of the card are noted on our website at the point at which you are required to insert your payment details or will be confirmed by us at the point of payment. We also accept payment via the childcare voucher scheme. Cheque payments are not accepted nor are over the telephone payments.

You will be given the option when making your booking to pay online as a part of your booking or at the venue at the start of your child's first session with us.

Payment for the services to be provided during a session must be paid in full before commencement of the session in question. We shall have the right to refuse attendance at our sessions if payment has not been received.

If you have block-booked sessions within a booking, for example during a school holiday, all of the sessions for that booking must be paid in full before the commencement of your child's first session with us. We shall have the right to refuse attendance at our sessions if payment has not been received.

We will do all that we reasonably can to ensure that all of the information you give us when paying for the services is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.

All payments by credit card or debit card need to be authorised by the relevant card issuer. We may also need to use extra security steps such as Verified by Visa.

We use Stripe software to facilitate card payments.

If any payment required by you is not received by us, we may charge interest on any balance outstanding at the rate of 3% percentage points per year above Bank of England's base rate.

Nothing in this clause affects your legal rights to cancel the contract during the cancellation period.

The price of the services is noted during the online booking process, is in pounds sterling (£) (GBP).

If any discounts or offers are applicable to your booking, these will automatically be included in the calculation of the price for the services detailed on the online booking form.

Prices are reviewed on or before 1 September each year and the price for your booking may be increased from 1 September.

Together in Sport Limited reserve the right to review the price and session structure from time to time in line with inflation.

Payment details (Childcare Vouchers)

Tax Free Childcare | Talavera Infant School - Breakfast Club – [Search 2734560](#)

Tax Free Childcare | Together In Sport– Holiday Camp – [Search 2734562](#)

Other Childcare vouchers are accepted. Please contact us to obtain your code.

If you are using childcare vouchers to pay for services, payment must be received by us before we will provide any services to you or your child.

On request by us, you will promptly provide us with proof of your request for payment to us via the childcare voucher system.

Please ensure you reference your child's name on the payment request where possible so that we can easily allocate the payment.

TS credit system

We facilitate a TS credit system whereby we can add credits to your online account equivalent to a certain monetary amount which can then be used to purchase services from us.

Any available credits will automatically be included in the calculation of the price of the services you are booking with us.

Overdue Balances

Together in Sport Limited use a debt collection service for any unpaid invoices which will result in charges being added to your account. Court proceedings will be issued for recovery of any unpaid debt that is more than 2 months old. Any costs related in pursuing the debt will be passed on to the debtor. Together in Sport Limited reserves the right to add a £10.00 late charge fee every week until the debt is paid in full.

Late Collection fees

There is a late collection charge of £1.00 per minute per child for each minute late to pick up children from their session finish time. This will be invoiced within 72 hours.

Safeguarding

If a child is booked into Together in Sport Limited session and the staff or head office have not been advised that they will not be attending, then staff will ring parents to enquire their whereabouts. Together in Sport Limited will then use their Missing Children's Policy. Together in Sport Limited staff have a duty to report if they suspect a child in their care maybe suffering from neglect or abuse or a child makes a disclosure about neglect or abuse. In this event the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures.

Parents must inform Together in Sport Limited staff of any conditions that may affect their child i.e. dietary, medical, learning behaviour) etc. If full information is not provided.

Together in Sport Limited, if necessary, may exclude children from attending the club. In this instance no refund or credit will be given.

Together in Sport Limited ratio of staff to children normally exceeds all statutory requirements. Together in Sport Limited do not offer a higher ratio then 1:30.

Children can only be collected by an adult over the age of 16 who has been authorised to collect them on their online registration form. A Password on collection will be required by the Together in Sport Limited team to let your child go home, without this, the Together in Sport Limited staff have a duty of care to contact the other contacts on the booking form to confirm collector.

All children in our care are covered by our Public Liability Insurance with Morton Michel LTD.

Together in Sport Limited reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. No refund/credit will be available.

Data Protection and GDPR

Hivellink collects personal details of you and your child to register and enable your booking to be processed. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. Together in Sport Limited may hold some details for future marketing purposes. Please let us know if you do not want to receive future communications from Together in Sport Limited.

Parents must agree to the terms and conditions to book with us. You will inform us as soon as possible if there are any changes to the information, we hold on you or your child, changes of address or emergency contact numbers. We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing, and using personal data.

Exclusions

Together in Sport Limited reserves the right to exclude or refuse any person without notice, if we consider their presence comprises the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced/Enforced Closures

If Together in Sport Limited 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 the Local Authority or Environmental health, customers will still be liable for fees incurred during the entire period of closure.

Lost Property

Together in Sport Limited will endeavor to return lost property that has been labelled. Any postage costs in returning lost property are the responsibility of the parent. Any unclaimed lost property will be distributed to local charities at the end of each half term. Holiday club lost property will be distributed to local charities two weeks after the holiday clubs have finished.

Parent Abuse of Staff

The threat or use of physical violence, verbal abuse 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 local authority. If physical violence is used or threatened this will be reported to the Police.

General Information

It is recommended that children do **NOT** bring personal belongings (e.g. toys) to the club site. Together in Sport Limited will not accept liability for loss or damage.

If your child is unwell and not able to attend Together in Sport Limited club, please inform the club by 2.45pm at the latest. It is extremely worrying if our staff team is expecting your child and they do not turn up. For Inset Day and Holiday clubs please inform head office if your child is not going to attend a session.

To minimise the risk of spreading illness and infection children who are unwell must not be sent to the Club and may only return once they pose no risk to others.

You will inform us as soon as possible if there are any changes to the information we hold on you or your child, changes of address or emergency contact numbers.

At Together in Sport Limited the children in our care are at the heart of our clubs. Together in Sport Limited, therefore, work closely with the schools our clubs are located as well as the Local Authorities. Together in Sport Limited will share information with school they are in and the Local Authority to ensure we provide the best possible care for our children.

TS - Trading under Together in Sport Limited (Updated 11/09/2023)