

Terms and Conditions

Definition

Activity – means any Camp, Club, Course, Event or Activity organised and operated through any member of Kid Coaching Hive.

KC Hive – Refers to Kids Coaching Hive Ltd.

Terms and Conditions – means the terms contained in this document and any other document referred to within it.

Bookings

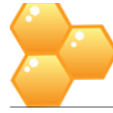
Terms and Conditions for booking a place for your child on any Kids Coaching Hive service.

KC Hive offers an online booking service through Clubs Buddy, 'kidscoachinghive.clubsbuddy.net' once the booking form has been completed and submitted, payment in full received and the booking validated by KC Hive you will be sent confirmation of your booking via the email address you have provided. Bookings are subject to these Terms and Conditions which are explained below.

Receiving email acknowledgement of payment is confirmation of your request to book a child on a KC Hive activity.

For safety reasons we can only guarantee a place on ANY activity to those who book in advance. Those that arrive on the day will not be guaranteed a place on the activity.

All bookings are subject to the right to cancel in writing (by e-mail to us).



Cancellation policy

If club is cancelled:

- Session 1 up to the day before session 2 - refund minus the first session.
- Session 2 up to the day before session 3 - refund remaining sessions minus 25%
- Session 3 up to the day before session 4 - refund remaining sessions minus 50%
- Session 4 up to the day before session 5 - refund the remaining session minus 75%
- Session 5 + no refund available.

(The cancellation policy is applied in all instances. If a formal representation is made, the final decision is at the discretion of Kids Coaching Hive Ltd)

If a course does not run due to low numbers, then Kids Coaching Hive will offer a full refund.

Promotions

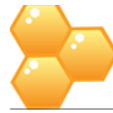
KC Hive from time to time offers promotions, if you have been issued with a promotional code, this code must be redeemed and used in accordance with both the terms and conditions of that promotion and these Terms and Conditions.

The Terms and Conditions of the relevant promotional code are obtainable from the description of the course you are booking onto. Any code not advertised in the announcement section of the course event will be deemed invalid.

Please note any mis-use of codes will result in your booking been made void.

Payment

Payment must be made in full to Kids Coaching Hive for your desired activity via our booking system.



Discounts

You may only take advantage of one type of discount on an activity; these cannot be used in combination with other discounts. Pro rata bookings will not be eligible to any discounts as these are only valid if booking prior to the start date of the event.

Child Protection

All KC Hive Professionals hold current Child Protection and DBS check certification. If a child makes an abuse related disclosure, or a member of staff believes that the child is suffering from abuse, we will act in accordance with our child protection policy, a copy of which is available on request.

Film/Photography

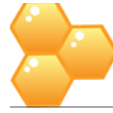
KC Hive may from time to time take photographs/film of any activity. The use of these is solely for promoting and publicising KC Hive activities through relevant literature, website, press and TV.

Parents/guardians at the time of registering are able to consent to photographs/films be taken (where possible KC Hive will inform parents/guardians at the start of an activity when filming is planned).

KC Hive will hold all personal data in accordance with its Data Protection Policy.

Personal Property

KC Hive cannot be held responsible for any loss or damage to any personal belongings whilst attending a KC Hive activity. Please ensure that no valuables are taken to any venue by your children. No electronic tablets, mobile phones or recording devices are permitted to be used during attendance of the event. Please ask your child to pass any such items to a member of staff for safe keeping.



Health & Safety

A full risk assessment will be carried out before any activity takes place at a new venue. KC Hive Professionals hold a current Emergency Aid Certificate issued by an appropriate body.

By agreeing to these terms and conditions, you are providing consent for KC Hive Professionals to administer all necessary first aid to your child as required at any time.

Any participant wearing earrings will need to have these removed prior to attendance or for newly pierced ears they must be covered with appropriate tape or be fitted with a plastic retainer from a reputable jeweller.

It is the parent/guardian's responsibility to ensure appropriate clothing is worn and/or available for their child for the activity being undertaken and weather conditions.

Medical information

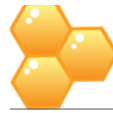
Any medical conditions that any participant may have must be fully disclosed

- (1) at the time of booking in writing to KC Hive
- (2) to the lead coach on the activity or at the venue.

Programme Changes

In the event that KC Hive has to cancel an activity for any reason, a credit note for the full value of the booking fee paid will be issued to the person who booked or alternative provisions to stage the activity at another time will be arranged and confirmed to all. If you are unable to attend at the alternatively arranged time and confirm this to KC Hive prior to the date the rearranged activity is to be staged, KC Hive will issue a credit note to the full value of the booking fee paid.

In the event of inclement weather, KC Hive professionals will seek suitable indoor areas to proceed with activities. In the unlikely event of no alternative locations being found the activity will be cancelled and emergency contacts will be informed.



Leaving an Activity

Any child that is to be collected must be collected by a parent or guardian and such parent or guardian must sign the child out of the activity with a member of KC Hive. Any child that normally walks home unaccompanied from any activity will only be allowed to leave unaccompanied if a parent or guardian has provided written consent prior to the commencement of the activity.

Policies & Procedures

Copies of Kids Coaching Hives policies and procedures are available upon request from info@kidscoachinghive.co.uk

Complaints

In the unlikely event that you or your child is dissatisfied with the service we provide then please in the first instance raise it with the senior coach at the activity. He/she will deal with the problem in accordance with our policies and procedures.

If the problem is not resolved to your satisfaction then please write to our customer services team at (* email change) info@kidscoachinghive.co.uk

We take your views and complaints very seriously and will endeavour to resolve your complaint as quickly as possible. Refunds will only be issued if KC Hive is proven to be in breach of its Terms & Conditions.



Information

The information on this site is updated regularly. However, we hereby exclude any warranties (whether expressed or implied) as to the quality, accuracy, efficacy, completeness, performance, and fitness for a particular purpose of the site.

These Terms and Conditions form the entire agreement between you and Kid Coaching Hive Ltd. By booking an activity with KC Hive you are acknowledging your full acceptance of these Terms and Conditions and confirm that you have not relied on any other representation other than those contained within these Terms and Conditions.

If any term within these Terms and Conditions is found to be unenforceable by a competent Court then such term shall be struck out but the remaining terms within these Terms and Conditions shall continue in force to the full extent permitted by law.

These Terms and Conditions are governed by English law and subject to the exclusive jurisdiction of the Courts of England.