



Sports Elite Ltd Terms and Conditions

1. Introduction

These Terms and Conditions apply to bookings made with Sports Elite Ltd (“Sports Elite”, “we”, “us” or “our”) for sports coaching, after-school and breakfast clubs, nursery sessions, holiday camps and other activities delivered in schools, nurseries and community venues.

By making a booking with us, whether through our website, by telephone, email or another authorised method, you agree to these Terms and Conditions.

If you are making a booking on behalf of a child, you confirm that you are the child’s parent or legal guardian and have the authority to make the booking and provide the information required for their participation.

2. Our Services

Sports Elite provides sports coaching and physical activity sessions for children, including:

- after-school and breakfast clubs;
- nursery sports sessions;
- holiday sports camps;
- curriculum and extracurricular coaching; and
- sports events and activity days.

Activities are subject to availability, appropriate staffing levels, venue availability and, where applicable, minimum participant numbers.

3. Bookings and Payment

3.1 Bookings

Places must be booked in advance through our website or another booking method authorised by Sports Elite.

3.2 Payment



Payment is required at the time of booking unless an alternative arrangement has been agreed with us in writing.

3.3 Booking Confirmation

A booking is confirmed once payment has been received and confirmation of the booking has been issued.

3.4 Booking Information

The person making the booking is responsible for providing accurate and up-to-date information, including contact details, emergency contact details and any relevant medical information.

Please let us know as soon as possible if any of this information changes.

4. Medical Information and Additional Needs

Parents and guardians must tell us about any medical conditions, allergies, dietary requirements, medication, behavioural needs or additional support needs that may affect their child's participation or safety.

If a child requires additional support, we will consider whether we can safely meet their needs with the staff, facilities and arrangements available. Where we are unable to do so safely, we may be unable to accept or continue the child's participation.

Any medication required during a session must be provided in its original packaging, together with clear written instructions.

5. Collection of Children

Children may only be collected by a parent, guardian or another adult who has been authorised to collect them.

Parents and guardians are responsible for making sure their child is collected promptly at the stated finish time.

5.1 Late Collection



A five-minute grace period will be allowed. After this, a late collection fee of £5 will be charged for each additional 10-minute period, or part of a 10-minute period, to cover the additional supervision required.

For example:

- 6-15 minutes late: £5
- 16-25 minutes late: £10
- 26-35 minutes late: £15

Late collection fees must be paid within seven days of the invoice. Repeated late collection may result in a child's place at future sessions being suspended.

If a child has not been collected and we are unable to contact their parent, guardian or emergency contacts, we will follow our safeguarding procedures. This may include contacting the appropriate authorities where necessary.

6. Behaviour

We expect children, parents and guardians to treat our staff, other participants and venue staff with respect.

We may remove a child from a session if their behaviour:

- puts themselves or others at risk;
- is persistently disruptive;
- involves bullying, abusive or discriminatory behaviour; or
- prevents the activity from being delivered safely.

Where a child is removed from an activity because of serious misconduct, a refund will not normally be provided. This will be considered based on the circumstances.

7. Clothing and Personal Property

Children should wear suitable clothing and footwear for the activity and bring any items specified in the booking information.



We recommend that valuables, including mobile phones, smart watches and tablets, are not brought to sessions.

Sports Elite cannot accept responsibility for personal belongings that are lost, stolen or damaged, except where this results from our negligence or where liability cannot otherwise be excluded by law.

Lost property will be kept for a reasonable period before being disposed of.

8. Photography and Video

Photographs and video recordings may be taken during our activities for use on the Sports Elite website, social media and other promotional materials.

We will ask for separate consent before using photographs or videos of a child for these purposes. Consent is optional and can be withdrawn at any time by contacting safeguarding@sportseliteltd.co.uk.

Further information about how we use photographs and video recordings is available in our Privacy Policy.

9. Safeguarding

Sports Elite is committed to safeguarding and promoting the welfare of the children who take part in our activities.

Staff working with children are appropriately vetted in line with our safeguarding procedures.

Any safeguarding concerns relating to a Sports Elite activity should be reported to safeguarding@sportseliteltd.co.uk.

10. Cancellations, Changes and Refunds

10.1 After-School Clubs and Nursery Sessions

If you wish to cancel a booking for an after-school club or nursery session:



- cancellations made 14 days or more before the first session of the booked block or term may receive a full refund or account credit;
- cancellations made less than 14 days before the first session will normally not be refunded; and
- once a block or term has started, unused sessions will normally not be refunded, credited or transferred.

Sessions missed because of illness, holidays, appointments or other personal circumstances are normally non-refundable and cannot be carried forward.

Nothing in this section affects your statutory rights. Where appropriate, we will consider the circumstances of a cancellation and any costs or losses already incurred by Sports Elite.

10.2 Holiday Sports Camps

For holiday sports camps:

- cancellations made seven days or more before the first booked camp day may receive a full refund or account credit;
- cancellations made three to six days before the first booked camp day may receive a 50% refund or account credit; and
- cancellations made less than 72 hours before the first booked camp day, or non-attendance, will normally not be refunded.

Nothing in this section affects your statutory rights.

10.3 Changes Requested by Parents or Guardians

Requests to change a booking, transfer a session or move a booking to another activity should be made in writing at least seven days before the relevant session or start date.

Requests made with less than seven days' notice may not be possible.

Any change is subject to availability, staffing requirements and venue capacity. We cannot guarantee that an alternative date, session or activity will be available.

10.4 Illness or Injury

If a child is unable to attend because of illness or injury, we may offer an account credit where appropriate. We may ask for reasonable evidence to support the request.



Any credit will be considered on a case-by-case basis and does not affect your statutory rights.

10.5 Cancellation by Sports Elite

There may be occasions when we need to cancel or change a session, club or camp because of circumstances such as staff illness, venue or school closure, insufficient participant numbers, health and safety concerns, extreme weather, excessive heat, government restrictions or other circumstances outside our reasonable control.

Where this happens, we will let parents and guardians know as soon as reasonably possible.

Depending on the circumstances, we may arrange a replacement session or offer an account credit or refund for the affected session.

Where an activity cannot go ahead because of a decision made by a school, nursery or venue owner, including for health and safety or weather-related reasons, we will consider any refund or credit based on the circumstances and the part of the service that could not be provided.

Sports Elite is not responsible for indirect costs arising from a cancellation, such as travel, alternative childcare or loss of earnings, except where liability cannot legally be excluded.

10.6 Partial-Day Closure

If a camp day needs to be shortened or adapted for health and safety reasons, including extreme heat, poor air quality or severe weather, any refund or credit will take into account how much of the planned programme has already been delivered.

Where a significant part of the session could not be delivered, Sports Elite may offer an appropriate partial credit or refund.

11. Direct Debit Memberships

Where a programme is paid for by direct debit:

- membership will continue until cancelled;
- 30 days' written notice is required to cancel;
- any payments due during the notice period will remain payable; and



- missed or failed payments may result in participation being suspended until payment is received.

A rejoining or administration fee may apply if a direct debit is cancelled and later reinstated. Where applicable, details of this fee will be provided before the membership is reinstated.

12.Venue Closures and Changes

Our activities are delivered at schools, nurseries and other third-party venues. If a venue becomes unavailable, we may need to move the activity to an alternative venue, change the time of the activity or cancel the affected session.

Where possible, we will give parents and guardians reasonable notice of any changes.

Any cancellation or refund will be handled in line with Section 10 of these Terms.

13.Health and Safety

Participation in sport and physical activity carries an inherent risk of injury. Sports Elite takes reasonable steps to provide a safe environment, appropriate supervision and suitably qualified staff.

Parents and guardians are responsible for making sure we are given any relevant information that may affect their child's ability to participate safely.

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, or any other liability that cannot legally be excluded.

14.Liability

Sports Elite will not be responsible for losses that could not reasonably have been expected when the booking was made, or for losses caused by circumstances outside our reasonable control.

We are not responsible for business losses arising from a booking made by a parent or guardian for personal use.



Nothing in these Terms limits or excludes any liability that cannot legally be limited or excluded, including liability for death or personal injury caused by our negligence.

15.Data Protection

We collect and use personal information in connection with bookings and the delivery of our services. This may include information needed for administration, safeguarding, emergency contact and the safe participation of children in our activities.

Personal information will be handled in accordance with applicable UK data protection law and our Privacy Policy, which explains in more detail how information is collected, used, stored and shared.

16.Website Use

All content on the Sports Elite website, including text, images, logos, and branding, is owned by or licensed to Sports Elite Ltd and must not be copied, reproduced or used without our written permission.

You must not misuse our website, attempt to gain unauthorised access to it or interfere with its operation.

17.Events Outside Our Control

Sports Elite will not be responsible for delays or disruptions caused by events outside our reasonable control. These may include severe weather, flooding, fire, epidemics, or pandemics, government restrictions, industrial disputes, power failures, transport disruption or venue closures.

Where an event affects a booked activity, we will contact parents and guardians as soon as reasonably possible and follow the cancellation arrangements set out in Section 10.

18.Changes to These Terms



We may update these Terms and Conditions from time to time to reflect changes to our services, business practices or legal requirements.

The latest version will be available on our website and will show the date it came into effect. Any updated Terms will apply to bookings made after that date.

19. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Nothing in these Terms affects any rights you may have as a consumer under applicable law.

20. Contact Us

If you have any questions about these Terms and Conditions or your booking, please contact us:

Sports Elite Ltd

Website: <https://sportseliteltd.co.uk/>

Email: info@sportseliteltd.co.uk

For safeguarding concerns, please contact:

safeguarding@sportseliteltd.co.uk