**SJR Sports Terms and Conditions**

These set out the terms and conditions agreed between you and SJR Sports.

(‘’we’’, ‘’our’’, ‘’us’’) in relation to the registration and attendance of the child (or children) (‘’participant’’) whom you have registered for an SJR Sports ASC (After School Club). All participant information must be completed in full and must be correct at the time of registration. It is your responsibility to ensure that We have an up to date contact number in case of emergency at any time during the Club.

**Booking and payment**

1.1. All bookings and payments must be made in full through our website www.sjrsports.org and will be confirmed by email.

1.2. SJR Sports do not accept payment by voucher or cheque. Cash Payments will need to be discussed with Stephen Robertson in advance of booking. (Can be contacted via SJR Sports Facebook/SJRsports.org/07766250611)

1.3. SJR Sports allocates children to places on a first come, first serve basis.

1.4. The number of places available per after school club is limited for quality control purposes

1.5. Customers can register on a waiting list if the club is full. If a place becomes available the parent/guardian of the first child on the waiting list will contacted and offered the available place. The place will be reserved for that child for two days. If there has been no communication from the parent/guardian, the available place will be offered to the second child on the waiting list and so on.

1.6. SJR Sports will not accept direct requests from customers regarding free/subsidised places for children in receipt of Free School Meals or Pupil Premium. These requests must be submitted to the school for consideration.

**Cancelling your booking**

2.1. To cancel your child’s place and receive a full refund you must inform us by email at least 2 days before the start date of the club.

2.2. If you give less than 2 days’ notice before the start date of the club we regret that no refund is available.

2.3. Single sessions due to appointments/absence/events etc cannot be refunded.

**Venue cancellation**

3.1. Only in exceptional circumstances we may have to cancel particular dates.

3.2. In this event, we will notify parents/guardians of children booked onto the after school club as soon as possible. We will always try to offer a suitable alternative if one is available, or offer a full refund of that event or a credit towards SJR Sports clubs.

**Available dates and activities**

4.1. All the information in our literature is correct at the time of publishing/printing.

4.2. Changes may occur and if so, SJR Sports will inform parents/guardians via email/text and/or telephone as soon as possible.

4.3. Activity programmes are subject to change in the event of unsuitable weather or other circumstance beyond our control.

**After school club timings**

5.1. Our standard hours for after-school clubs are between 15:10 and 16:10. The after school club lasts for an hour unless otherwise stated.

5.2. All children must be collected by the scheduled finishing time of the after school club booked.

5.3. If for any reason you are detained and unable to collect your child by the scheduled finishing time, we ask that you call SJR Sports as soon as possible (07766250611).

5.4. If we have no contact from a parent/guardian half an hour after the scheduled finishing time, we will contact local Social Services to advise them we have an uncollected child.

5.5. We reserve the right to refuse future bookings from parents who continually collect their child late.

**Collection personnel**

6.1. Only the parent/guardian and other named collectors on the enrolment form can collect the named child.

6.2. If someone else is to collect the child, the parent/guardian should call and email the SJR Sports contact as soon as possible with the details of the temporary allocated collector i.e. full name and phone number. SJR Sports will provide a password for the temporary allocated collector to use when collecting the named child. Please do not communicate this password to other persons as this can jeopardise the security of the children at the after school club.

**Parental requirements**

7.1. We ask that all children have access to a water bottle and are adequately dressed for the activity they are booked for. This includes warm clothing for outdoor activities and appropriate footwear for indoor and outdoor use.

**Insurance**

8.1. All children in our care are covered by our Public Liability Insurance.

**Health policy**

9.1. SJR Sports requires that all children who are ill or infectious are to be kept at home.

**First aid**

10.1. In the event of an accident, first aid will be administered to the child in our care by the designated first aider in the school and the emergency services will be called if necessary.

10.2. If your child requires an epipen or other form of emergency medication please disclose this on the booking form. SJR Sports will then consult with the school and the parent regarding the arrangements.

**Photography and video**

11.1. We occasionally take photographs/videos of children for promotional materials. Please inform us by using the booking form or sending an email (sjrsports@hotmail.com) if you do not want your child to be included in this.

**Mobile phones and electronic devices**

12.1. All electronic devices (e.g. iPads, Nintendo DS, etc.) are prohibited at our after school club.

12.2. If you wish for your child to carry a mobile phone and they are seen using it inappropriately, the instructor will confiscate it until the end of that session.

12.3. SJR Sports will not take any responsibility for the damage or loss of any electronic devices that are brought into the after school club.

**Equal opportunities and child protection**

13.1SJR Sports is an equal opportunities organisation and welcomes all children regardless of their gender, ability, race or religion.

13.2. Each child attending the after school club is equal and entitled to equal access of opportunity.

13.3. We operate a zero tolerance policy on discrimination or bullying of any kind.

13.4. SJR Sports has legal obligations in relation to Child Protection.

13.5. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to our regulator or other official agencies.

13.6. All instructors have an enhanced DBS check.

**Special needs**

14.1. It is our policy not to exclude any child due to specific needs wherever possible.

14.2. The needs of each child varies so decisions are made on a case-by-case basis depending on the level of support each child requires to enable them to fully participate and enjoy the activities at any of our after school clubs.

14.3. We request that parents of children with specific needs contact the SJR Sports to discuss how we can best accommodate their child and consider whether any special arrangements need to be made. We are happy to accommodate the child on a trial basis and reserve the right to review further bookings.

**Child exclusion**

15.1. On rare occasions, if a child proves incompatible with the general well-being of after school clubs (e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour) we reserve the right to exclude them. Please only enrol children who will agree to our behaviour and respect policies to eliminate this possibility.

15.2. No refund will be made for any remaining after school club sessions booked.

**Data protection**

16.1. We will use your details to contact you via email, mail or text with important information about your booking and/or future information about our services.

16.2. You may opt out of our mailing list at any time after the enrolment stage. If you do not wish to receive any offers, you may opt out of this at any stage after the enrolment stage.

16.3 SJR Sports does not share any of your personal information with external agencies.

**Parent feedback**

17.1. We aim to provide the best possible care for all children at all times.

17.2. Please tell other parents if you are happy with your experiences of SJR Sports.

17.3. If you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services.

17.4. Concerns should be raised initially with the instructor at the after school club to try to resolve the concerns immediately.

**Issues/concerns**

18.1. The relevant adult at the after school club will be advised and also attempt to resolve the issue/concern to your satisfaction.

18.2. You agree to notify us of any concerns within 48 hours of any after school club session.

**Health & Safety**

19.1. All activities and areas are risk assessed at our venues and SJR Sports will follow the venue protocol for any activities undertaken.

For further information please contact: Stephen Robertson, SJRSports@hotmail.com, 07766250611.