

Terms and Conditions for DR Coaching Collective Ltd

Effective From: 1st July 2025

These Terms and Conditions ("Terms") govern all bookings made with **DR Coaching Collective Ltd** (Company No: 16473597, registered in England and Wales) through our Class 4 Kids platform, or any other booking method specified by us. These Terms apply to all our services, including Football Camps, the Monday Night Development Centre, Saturday Morning Centre, and any other coaching sessions or programmes we offer ("Services").

By booking a session or programme with DR Coaching Collective Ltd, you ("the Parent/Guardian") agree to be bound by these Terms and Conditions. Please read them carefully before making a booking.

1. Bookings & Payments

- **Advance Booking:** All bookings for our Services must be made in advance via our designated online booking system (Class 4 Kids) or by direct arrangement with DR Coaching Collective Ltd.
- **Full Payment:** All sessions and programmes must be paid for in full at the time of booking, unless a specific payment plan or instalment option has been agreed upon in writing by DR Coaching Collective Ltd.
- **Discounts:** Multi-session and sibling discounts may be available. Please contact us **before** booking to obtain relevant information and discount codes. Discounts cannot be applied retrospectively.
- **Unpaid Bookings:** DR Coaching Collective Ltd reserves the right to cancel any unpaid bookings without prior notice.
- **Booking Confirmation:** A booking is only confirmed upon receipt of full payment and a confirmation email from DR Coaching Collective Ltd or our booking platform.

2. Cancellations, Refunds & Transfers

- **Football Camps:**
 - Cancellations made **more than 7 days** prior to the scheduled start date of the camp are eligible for a **full refund**.

- Cancellations made **less than 7 days** prior to the start date are **non-refundable**, except in cases of documented serious illness or injury (see below).
- **Weekly Centres (e.g., Monday Night Development Centre, Saturday Morning Centre):**
 - **Missed Sessions:** No refunds or credits will be given for individual sessions missed by the participant within a booked block or term, regardless of the reason.
 - **Long-Term Absence:** In cases of long-term illness or injury (defined as inability to participate for **three consecutive scheduled sessions or more**), a pro-rata credit or refund for the remaining unused sessions **may be considered upon receipt of a valid medical certificate or doctor's note and at the sole discretion of DR Coaching Collective Ltd.** All requests must be submitted in writing to DR Coaching Collective Ltd.
- **Cancellations by DR Coaching Collective Ltd:**
 - If DR Coaching Collective Ltd cancels a session or camp (e.g., due to adverse weather conditions, venue unavailability, coach illness, or insufficient numbers), we will endeavour to provide reasonable notice.
 - Affected participants will be offered a **credit** for a future session/camp, a **rescheduled session**, or a **full refund** for the cancelled session(s). The choice of remedy will be at the discretion of DR Coaching Collective Ltd, with consideration for the participant's circumstances. We are not liable for any other costs incurred by the participant due to such cancellations.
- **Transfers:** Bookings are generally non-transferable to another participant. Any requests for transfers must be made in writing and are subject to the sole discretion and approval of DR Coaching Collective Ltd. An administration fee may apply.

3. Attendance, Punctuality & Supervision

- **Drop-off and Collection:** Children must be dropped off and collected promptly at the designated times and locations by a responsible adult (parent/guardian or an authorised person over 16 years of age).
- **Independent Travel:** If a child **aged 14 or over** is permitted to travel independently to or from a session (age-dependent), prior written consent from the parent/guardian must be provided to DR Coaching Collective Ltd. This

consent must clearly state the child's age and confirm that the parent/guardian takes full responsibility for their journey.

- **Sign-in/Sign-out:** Mandatory sign-in and sign-out procedures must be strictly adhered to for all camps and centres.
 - **Late Pick-ups:** Repeated or excessive late pick-ups may incur additional charges and may result in the refusal of future bookings.
 - **Absence Notification:** Parents/guardians are requested to inform DR Coaching Collective Ltd if their child will be absent from a booked session.
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4. Health, Medical & Safety

- **Medical Information:** It is the responsibility of the parent/guardian to provide full and accurate details of any medical conditions, allergies (including any required medication, e.g., Epipen), special requirements, or existing injuries the participant may have, during the booking process and to update us promptly if there are any changes. This information is crucial for the safety and well-being of your child.
 - **Medication:** If your child requires medication during sessions (e.g., inhaler, Epipen), please ensure it is clearly labelled, provided to the coaching staff upon arrival, and that staff are fully informed of its administration procedure.
 - **First Aid:** A qualified First Aider (holding FA Introduction to First Aid in Football or equivalent) will be present at all sessions. In the event of an injury or illness, staff will administer appropriate first aid.
 - **Emergency Contacts:** Emergency contact details provided in your booking profile must be accurate, up-to-date, and readily accessible at all times. In a medical emergency, DR Coaching Collective Ltd reserves the right to seek emergency medical treatment for a participant if a parent/guardian cannot be reached.
 - **Illness:** Participants who are unwell (e.g., fever, vomiting, highly contagious conditions) should not attend sessions to prevent the spread of illness. We reserve the right to send a child home if they are deemed too unwell to participate or pose a health risk to others.
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5. Behaviour & Conduct

- **Code of Conduct:** All participants are expected to adhere to our **Code of Conduct**, which promotes respect, good sportsmanship, inclusion, and safety

for all. A copy of our Code of Conduct is available upon request and on our website.

- **Unacceptable Behaviour:** Bullying (physical, verbal, emotional, or cyber), aggressive behaviour, persistent disruption, or any conduct that puts other participants, staff, or property at risk will not be tolerated.
 - **Exclusion:** DR Coaching Collective Ltd reserves the right to suspend or permanently remove a child from a session, camp, or programme whose behaviour is consistently disruptive, unsafe, or in breach of our Code of Conduct. In such instances, no refund will be issued for missed sessions. Serious breaches may result in immediate exclusion.
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6. Safeguarding & Child Protection

- **Commitment to Safeguarding:** DR Coaching Collective Ltd is deeply committed to safeguarding and promoting the welfare of all children and young people. Our staff are rigorously vetted, including Enhanced DBS checks for all staff over 18, and trained in line with The FA and statutory UK safeguarding guidelines.
 - **Safeguarding Policy:** All concerns related to child protection and safeguarding are dealt with strictly in line with our comprehensive **Safeguarding Policy**, which is available upon request and on our website.
 - **Designated Safeguarding Officer (DSO):**
 - **Name:** Daniel Reilly
 - **Contact:** drcoachingcollective@gmail.com / 07792 819968
 - The DSO is the primary point of contact for all safeguarding concerns.
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7. Nutrition & Hydration

- **Football Camps:** Participants attending camps must bring a nut-free packed lunch, adequate healthy snacks, and a full, refillable water bottle.
- **Weekly Centres:** Participants attending Monday and Saturday Centres must bring a full, refillable water bottle. Snacks are optional but, if brought, must be nut-free.
- **Allergies:** While we strive to be a nut-free environment, we cannot guarantee a completely allergen-free facility. It is the parent/guardian's responsibility to manage their child's allergies and provide relevant medication (e.g., EpiPen) as detailed in Section 4.

8. Clothing & Equipment

- **Appropriate Attire:** Participants must wear appropriate sports clothing suitable for physical activity, shin pads (mandatory for all football activities), and suitable footwear (trainers or football boots, depending on the venue and surface).
- **Weather Appropriate:** Participants should bring weather-appropriate clothing (e.g., waterproof jacket, warm layers, hat, gloves in cold weather; sun hat, sunscreen in sunny weather) as sessions may take place outdoors.
- **Personal Items:** Participants are responsible for their own personal belongings. DR Coaching Collective Ltd accepts **no responsibility** for any lost, stolen, or damaged personal items, including but not limited to clothing, phones, or other valuables. Please avoid bringing valuable items to sessions.

9. Photography & Media

- **Promotional Use:** DR Coaching Collective Ltd may take photographs and videos of participants during sessions and camps for legitimate promotional purposes, including use on our website, social media channels, and marketing materials.
- **Consent:** Consent for media capture and use is requested during the booking process. By providing consent, you grant DR Coaching Collective Ltd permission to use such media.
- **Withdrawal of Consent:** You have the right to withdraw your consent for media use at any time by emailing us at drcoachingcollective@gmail.com. We will endeavour to remove images/videos promptly, though some may remain in previously published materials. We will not use images/videos of children whose parents have specifically withheld or withdrawn consent.
- **Privacy:** We will ensure that any media used adheres to our Safeguarding Policy and respects the privacy of participants.

10. Emergency Situations

- **Procedures:** Clear emergency procedures (e.g., fire evacuation, major injury protocols) are in place and will be communicated to participants at the start of each camp, term, or their first attended session.

- **Parent Notification:** In the event of any serious incident, injury, or emergency involving your child, parents/guardians will be notified immediately using the emergency contact details provided.
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11. Data Protection & Privacy

- **GDPR Compliance:** DR Coaching Collective Ltd is committed to protecting your privacy and personal data. All personal information collected during the booking process and throughout participation will be stored and processed in accordance with the **UK General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.
 - **Privacy Policy:** Our full Privacy Policy, detailing how we collect, use, store, and protect your data, is available upon request and on our website.
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12. Limitation of Liability

- DR Coaching Collective Ltd and its staff/volunteers will take all reasonable care in the supervision and coaching of participants. However, participation in sports activities carries inherent risks.
 - DR Coaching Collective Ltd accepts no liability for any loss, damage, or injury sustained by participants or their property whilst attending our Services, unless directly caused by our negligence or that of our staff.
 - Our total liability for any claim arising out of or in connection with these Terms or the Services shall not exceed the total fees paid by the parent/guardian for the specific booking related to the claim.
 - Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.
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13. Intellectual Property

- All coaching methodologies, session plans, and programme content delivered by DR Coaching Collective Ltd are the intellectual property of DR Coaching Collective Ltd. Unauthorised reproduction or distribution is prohibited.
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14. Other Policies

The following additional policies apply across all bookings and activities and are available upon request or via our website for your review:

- [Accident and Emergency Policy](#)
 - [Anti-Bullying Policy](#)
 - [Code of Conduct](#)
 - [Complaints Procedure](#)
 - [Equality Diversity and Inclusion Policy](#)
 - [Fire and Evacuation Policy](#)
 - [Health and Safety Policy](#)
 - [Nutrition and Hydration Policy](#)
 - [Photography and Social Media Policy](#)
 - [Privacy Policy](#)
 - [Safeguarding Policy](#)
 - [Whistleblowing Policy](#)
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15. Governing Law & Jurisdiction

- These Terms and Conditions shall be governed by and construed in accordance with the laws of **England and Wales**.
 - Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.
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16. Contact Details

Daniel Reilly

DR Coaching Collective Ltd.

Company No: 16473597

Phone: 07792 819968

Email: drcoachingcollective@gmail.com