



J&P multi-sport Ltd

Company No. 8358881

Terms & Conditions

At *i love sportz* we aim to support our young people to the best of our ability in developing their physical, emotional and social well-being.

We look to achieve this whilst enabling our young people's love of physical activity, sport and importantly allowing them to have fun.

To achieve our aim, we hope our parents and our young people can support us and themselves.

We aim to create a positive, safe and fun environment

- All staff on site when children are present are DBS checked
- At the start of each day, prior to the beginning of any sports session, the sports lead will conduct a health and safety risk assessment of internal and external site/premises in use
- Upon arrival all our young people will be registered and any personal data/information updated where necessary
- Before the activities and fun begins the sports lead will introduce staff, discuss any health and safety risks and guidelines, along with our code of conduct expectations (see below)
- We aim to avoid any accidents or injury, but if an accident /injury does occur the witness/ staff member will report immediately to sports lead who will direct the appropriate member of staff to deal with the accident /injury according to relevant company policy
- We operate a zero tolerance policy on bullying, and take safeguarding issues seriously, any reported incidents or witnessed incidents should be reported immediately to sports lead who will direct the appropriate member of staff to deal with the incident according to relevant company policy
- Sport lead will aim to discuss any incidents/accidents/injury with parent/carer at the end of the day and maintain appropriate records

Cancellations

We cannot wait for you to join us. However, if you cannot attend a session you have paid for please contact us as soon as possible. We will be happy to make a transfer of dates on your booking at any time, and will issue a full refund on any payment up to one week before commencement of the booking, less a £5 administration fee, after this time refunds may be processed at the discretion of the management.

If you are late to collect your child please contact us as soon as possible. There will be late pick up fee of £5 up until and including 30 minutes past the agreed pick up time.

Complaints

At all times *i love sportz* will have a manger available on site for comments and complaints. In the first instance please speak to us. If you feel you cannot do this please email Jane at admin@ilovesportz.co.uk and we will forward our Complaints Policy and Procedure for further information and support.



Working together and having fun
We prefer *YES* to *NO*

Please remember

- to listen to your sports lead it will keep you safe and having fun
- to be kind and polite to each other
- to stay with the group at all times -no wandering around or running off, just ask if you need to go anywhere
- to look after all the equipment and the facilities
- to take part in all sessions
- break and lunch times are important parts of the day where we all sit together

Play Learn Have FUN

We ask all parents to support these simple guidelines

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