

PLG Sports Coaching

School and Club Class Terms and Conditions

Version 1.1

Updated 17th September 2025

1. General

- Your booking is based upon our company Terms and Conditions set out below. It is important that you read and understand them. When making a booking with us you will be asked to tick a box to confirm you understand these agreements with us.
- Our Terms and conditions maybe updated at times. Please check our website for the most up to date information. You can also view our terms and conditions when booking
- We have a dedicated customer service team who can help you throughout and after your booking

2. Bookings

- All Responsibility for all booking details for child attendee lies with “The User” when registering for the first time and for each subsequent booking
- Responsibility for keeping medical and contact details up to date lies with “The User”
- “The user” is only permitted to have children they are the parent or guardian of as an attendee on their account and may not book other children under their account unless granted a special exemption from the PLG Customer service team.

3. Payment Terms

- We accept payment with debit/credit card (Visa and Mastercard) and via Klarna
- We do not accept American Express, PayPal, cash or cheque.
- Payment is due at time of booking; no place will be confirmed until full payment is made.
- Our booking software is Pembee. Card details are encrypted and stored for use with future bookings. You, the user will have the choice of whether to store your card details or not.

4. Cancellation terms

- If you cancel your child's place on one of our school or club classes more than 24 hours before the start of the term, you can receive a refund. If you need to cancel during the term, refunds will only be given due to medical reasons which are supported by a medical note. If you cancel for a non-medical reason, you will receive a credit to your account which will be valid for 1-year from the date of issue.
- If you miss a session without prior notice, we will not be able to offer a credit or refund.
- If PLG Sports Coaching must cancel a session (due to coach illness or bad weather for example). We will endeavour to contact you as far in advance as possible. You will be offered a credit or refund if a session is cancelled by us.

5. Account Credit

- Account credit is valid for 1 year.
- Account credit on your account cannot be extended or refunded as a cash payment
- Account credit may be used as part of full payment towards any booking made on our Pembee system.

6. Refunds,

- In the event of a refund, these will be issued to the original card used at the time of booking
- Should this card be expired, lost or stolen and a new card issue by your bank. Your bank will automatically re-direct the refund to your new card via the STRIPE system.
- Refunds cannot be sent to a different card.

7. Illness and Injury

- We know injuries can happen and if your child can't attend a session due to an injury, we are happy to credit the sessions missed. A valid medical note will be required for this. If your child must miss the remainder of term or whole term as a result, we can offer you a credit or refund.
- If a doctor's note can't be provided, we will be unable to credit or refund the booking.

8. Health and Safety

- PLG Sports Coaching coaches to a ratio that aligns with statutory requirements The actual ration varies between age groups and activities.
- PLG Sports Coaching does not coach to higher than 1:10 (1 coach to 12 children).
- It is the responsibility of the parent/guardian to disclose full information or any physical or behavioural conditions. If your child has additional needs, please get in touch so we can see how we can best support them.
- Children must not attend classes if they are ill or infectious. Sessions can be credited in this situation.
- If the behaviour of the child is considered to be dangerous or inappropriate, PLG Sports Coaching reserves the right to decline/cancel a booking or exclude any child for any reason at its absolute discretion No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

9. Drop Off and Collection Policy

- For safeguarding reasons, PLG Sports Coaching has a strict policy on the drop off and collection of children at our school classes.
- A parent should make every effort to let the school, or the coach know if they are running late to pick up.
- A late pick-up fee of £5 for every 15 minutes is applicable for multiple late pick-ups.
- Please note, exclusion may also result due to persistent late collection.

10. Personal Property

- We do not take responsibility for the loss or damage of any items of personal property brought into classes and our insurance does not cover personal items.

11. Child Protection

- If our staff suspect a child may be suffering from or makes a disclosure of abuse, our staff are obligated to report to the relevant authorities. If we suspect the child is in immediate danger, we are obligated to involve the police.

12. Photography and Video

- On occasion our team may take photographs or video footage at our venues. This is for marketing and promotional purposes.
- Permissions are granted/denied by the user when registering.
- Permissions can be checked and changed under the 'Attendee' section in your account.
- On the day of any photos or videos being taken, we will ask you to confirm your choice at drop off. You will have the option to change your give or remove permission if you wish.

13. Data Protection

- To process your booking, we need to collect personal details about you and the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.
- Additionally, we would like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we'll ask for your consent to this when you register your details with us. Our full privacy policy is available online our website.
- When talking to a member of our team, you must give us your security password set when registering. We won't be able to talk to you about your account without this. Please note your security password is not your account password and must not be the same.

14. Complaints Procedure

- **Step 1** - Speak to the coach who is the most likely to resolve any concerns quickly and efficiently
- **Step 2** - If you feel your complaint has not been successfully dealt with, you may raise your concern with PLG's Customer Service team by calling e-mail info@plgsportscoaching.com
- Our customer service team will endeavour to address your complaint within 48 working hours and strive to resolve any issues quickly and effectively.
- Our full complaints policy is available online on our website

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