



Terms and Conditions for Bookings

A) BOOKINGS

Bookings are accepted on a first come, first served basis for our holiday, breakfast and after school clubs. Please ensure the correct payment is made when booking a place. You can book online through our website. Please make payment when registering your child/ren within 72 hours of making the booking or your booking will be exempt and your place open to others. All places on our courses need to be booked before the courses start so we can ensure we have the correct staff to children ratio. Bookings can be made on the day subject to availability of places. Please be aware we cannot guarantee a place to your child if you choose this method. It is strongly advised to book beforehand.

B) PAYMENTS

Aspire Coaching Limited accept the following payments: Cheques (cheques must be made payable to Aspire Coaching Limited) or cash. We do not accept post-dated cheques. You can also pay via bank transfer (leaving child's name as a reference) through our online shop where there is also the option to pay via PayPal or by card through our card provider Stripe. For childcare vouchers at Four Marks After School Care Club our Ofsted setting reference number is 2689813. To pay with Edenred vouchers our number is P21332625

C) CANCELLATION OF A COURSE

Aspire Coaching Limited reserve the right to cancel a course, whether it's for bad weather, Covid-19 (and its variants) or any other circumstances beyond the company's control. In the event of a cancellation you will be refunded, with full credit or a place on the same/similar course or club at a later date.

D) REFUND POLICY

Aspire Coaching Limited, when issuing a refund, will give a credit note as a refund to attend a future course. If a child becomes ineligible to attend a course, for example has left the area, becomes severely ill or injured then a cash refund will be considered. For holiday courses, if you wish to cancel a booking and we are notified within 72 hours of the first day of the course starting then a refund will be given. A cancellation with less than 72 hours notice to the company will result in no refund or credit.

E) RETURNED PAYMENTS

Any payment that is returned by the bank is subject to charges. Any charges we as a company incur from a returned payment must be paid in full by the customer along with the original payment for the booking.

Due to the high volume of cheques we receive you must ensure the cheque is correctly filled out. If you post date a cheque and we process it, any charges that are incurred are not the responsibility of Aspire Coaching Limited and we do not accept any liability. It is your responsibility to ensure all dates on payment are valid.

F) HOLIDAY COURSES - ARRIVAL AND DEPARTURE

You are welcome to arrive up to 15 minutes before the start time of a course to check your child in. Please arrive on time so that we can start promptly. When taking your child home please arrive no later than 15 minutes after the finish time. A child will not be allowed to leave the premises unless a parent/guardian is there to take them home. You can notify us of any other people to collect children either by physically speaking to us on the day of a course or using the 'Child Collection Info' box on the booking form on our website. If your child is allowed to walk home, written confirmation must also be given to us. This applies to after school clubs as well.

G) BEHAVIOURAL STANDARDS AND EXPECTATIONS

When on our holiday courses, breakfast and after school clubs the children attending are expected to behave at all times in an acceptable manner towards other children and staff. Aspire Coaching Limited reserve the right to expel a child from a club if they fail to meet the behavioural standards expected of them. Should a child be excluded no refund or credit note will be given. It is the responsibility of the parent/guardian to take the child home. A child can be excluded for the following, racial, sexual, verbal or physical bullying towards other children or staff, continually disobeying instructions, persistent swearing and deliberate damaging, destruction of equipment and facilities

H) MEDICAL INFORMATION

The parent/guardian must state on the booking form any medical conditions or allergies the child has, or any medical background the staff need to be aware of when your child is attending a course. Auto-Injectors – We know some children carry Auto-Injectors with them. Please be aware some staff of Aspire Coaching are trained to administer Auto-Injectors. For the staff who aren't qualified, if we receive written permission stating a member of staff is allowed to administer the Auto-Injector and you know the staff aren't qualified and you take full responsibility.

I) LOST PROPERTY

Aspire Coaching Limited does not accept liability for lost, stolen or broken items. It is advised your child doesn't bring anything valuable with them. We advise all clothing is clearly labelled so we can return lost items should they be left behind. Any item left behind will be held for a period of 3 months once the course is completed before being disposed of or put into local charity shops.

J) LIABILITY

Aspire Coaching Limited does not accept any liability for injury, illness or death that occurs on our courses unless caused by negligence by the company and its staff. Aspire Coaching does not accept any liability for any damage to your child's property.

K) INSURANCE

Aspire Coaching Limited and its staff are covered by public and employers liability insurance covered by Protectivity Insurance. Policy number 444900104724

L) COMPLAINTS

Aspire Coaching Limited strive to deliver first class sessions. We have high expectations and try to ensure our staff meet those expectations, so your child benefits. Should you feel you are not entirely satisfied with the service we provide then please contact us. Any complaint will be dealt with seriously. If we are made aware of the situation early we can try and resolve it sooner. If you need to make a complaint please first go to the courses head coach. If you are not happy with the response then please take the complaint further by putting it in writing and addressing it to Aspire Coaching Limited, 81 Lemon Grove, Whitehill, Bordon, Hampshire, GU35 9BD or email info@aspirecoaching.org.uk

M) MARKETING EMAILS

By agreeing to our Terms & Conditions you automatically agree to join our mailing list. We only send marketing emails via MailChimp with minimal data stored in line with our GDPR policy and Privacy policy. Parent's name, email address, child's name and activity enrolled on to are the only categories stored. Information is not passed on to any other third party company. You can "opt out" of receiving marketing emails when one arrives. We promise not to email marketing information too much. We only do this if we feel numbers on our courses need a boost.

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