

WR SPORTS

TERMS & CONDITIONS

Last Updated: 10 Oct 2025

Terms and Conditions

Please read our Terms and Conditions before booking onto any of our sessions

Liability

1. WR Sports Ltd does not accept any liability to personal loss or damage to those who attend and/or take part in the sessions. Nor does WR Sports Ltd accept any liability to those who are injured during the sessions.
2. Children who are dropped off before a course starts are doing so at their own discretion – WR Sports Ltd are not responsible for any children before a course start time.

Drop off/Pick up

1. Parents are not to leave their child with our coaches until the designated start time of the session. This is at the coach's discretion.
2. Children are not to arrive at a session without confirmation of a space or booking prior.
3. Collecting children: If a parent/guardian is over 15 minutes late picking up their child, the parent/guardian will be charged £5 for this and then an additional £5 for every 10 mins after this. At the discretion of the company.

Changing your Booking Refund Policy

- 1.If you book onto any of our sessions and are no longer able to attend, **no refund will be provided**
2. If a session is cancelled due to reasons out of our control i.e facility closure, bad weather, lack of numbers attending etc we may offer credit notes for future classes and courses, at the discretion of the Company.
- 3.If you are no longer able to attend a session, we are able to transfer this session to another one in the same block. i.e a session in week 1 of the summer holidays can be carried to week 2,3,4,5 or 6 but not to another school holiday like October Half Term
- 4.**BIRTHDAY PARTIES:** 20% Deposits are non-refundable
- 5.Dates and Times of Birthday Parties can be transferred – subject to availability
- 6.**1-2-1 SESSIONS:** 1 week's notice needs to be given to not lose a week of your block booked sessions. Any less than this will result in no refund/reimbursement of payment.

Photo Consent

Throughout some sessions, photographs may be taken which will include the children within that particular session. Photos will be used across social media, and promotional materials ie banners/flyers.

Parents will be asked whether they consent to these terms when booking.

Children with no consent will be identified and not photographed

Paying Via Childcare Vouchers

We now accept payment via childcare vouchers to be made for bookings at any of our camp venues

CHILDCARE VOUCHERS CAN NOT BE USED TO PAY FOR BOOKINGS OUTSIDE OF CAMPS

We are currently registered to over 10 different childcare voucher providers, which can be found alongside registration codes when checking out.

1. Childcare payments need to be made before the session booked commences.
2. If booking last minute then a receipt needs to be provided to our email address to show that payment is on its way to us.
3. No receipt or payment means that the session is not secured.

WR Birthday Parties

1. Birthday Parties are booked subject to a quote. Quotations are valid for 5 days from the day they are sent.
2. All parties are secured with a 20% non-refundable deposit
3. The final balance of the party must be paid in full at least 4 days prior to the party – failure to pay will mean services will not be carried out.
4. All additional products added to the party MUST be checked by parents before being handed to children. WR Sports Ltd does not accept any liability for any harm caused due to the consumption or use of any products in the goody bags.
5. Customers enquiring or paying their deposit within 2 weeks of the party may face additional charges for having to fast-track their services.

Privacy Policy

WR Sports is fully committed to protecting and respecting your privacy, as well as that of your child. We deliver a range of services across the South of England, including holiday activity camps, sports coaching sessions, after-school clubs, birthday parties, and school PE provision.

Throughout this Privacy Policy, WR Sports is referred to as “we”, “our”, or “us”. Parents, carers, and schools are referred to as “you”, “your”, or “purchaser”.

This policy, together with our terms and conditions, disclaimer, and any related documents, outlines how any personal data we collect from you or your child – or that you provide to us – will be processed and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. **Please read this policy carefully to understand how we handle, store, and protect your personal information.**

This policy applies solely to our website www.wrsportsltd.com. If you follow a link to another website, please note that you will be subject to that site’s own privacy and cookie policies.

Data Controller and Contact Details

For the purposes of the UK GDPR, WR Sports Ltd is the data controller, meaning we are responsible for your personal data once entered into our systems.

If you have any questions about this Privacy Policy or wish to exercise any of your legal rights, please contact us using the details below:

Trading Address: The Old Dairy 12 Stephen Road, Headington, Oxford, United Kingdom, OX3 9AY

Company Registration Number: 11343422

Email: info@wrsportsltd.com

Privacy Policy

How We Collect Your Data

We collect personal information in several ways to deliver our services safely and effectively:

- **Bookings:** When you make a booking online, by phone, or in person, we collect information necessary to process your order and ensure we have accurate details to safeguard your child.
- **Newsletter Subscriptions:** When you sign up to our newsletter via our website or social media, we collect basic contact details to send you relevant updates and offers.
- **Competitions and Surveys:** When entering competitions or completing surveys, we may collect your basic details. Surveys may be completed anonymously if you prefer.
- **Incident and Accident Forms:** If an incident occurs during a session, we collect details about the child and the incident. These forms are signed by both our staff and the parent/guardian and stored in line with Ofsted requirements.
- **Social Media Engagement:** When you interact with WR Sports on social media, your username or profile name becomes visible to us. This is not stored unless relevant to your booking or enquiry.

What Information We Collect and Why:

As a childcare and education provider, we are required by law and Ofsted regulations to collect specific information to ensure the safety and wellbeing of every child in our care.

For Children:

We may collect:

- Name, date of birth, and school details
- Medical information and allergies
- Details of any additional needs (behavioural, emotional, or physical)

This information is essential to safeguard your child while they attend our sessions. Any incident or accident is documented and signed by the camp manager and parent/guardian, with records retained as required by Ofsted.

Privacy Policy

For Parents, Guardians, and Purchasers:

When you book a session for your child, you will create an online account through our secure Coordinate Sport system. You set your own password, which is encrypted – WR Sports staff cannot access it.

We may collect:

- Name, address, contact number, and email address
- Marketing preferences
- Payment details (handled securely via third-party payment processors)

How We Store Your Information

All personal data is stored securely using password-protected systems. Access is strictly limited to authorised WR Sports staff who require the information to perform their duties.

- Camp and club registers are stored digitally and accessible only via secure, password-protected tablets.
- Sensitive data (e.g., medical or incident records) is securely stored on encrypted systems such as Google Drive, accessible only to senior authorised staff.
- By law, certain records (such as accidents, safeguarding reports, and attendance logs) must be retained for defined periods, after which they are securely deleted.
- Telephone recordings are securely stored and can only be accessed by senior management.

How We Share Your Data

We only share personal information with trusted partner organisations that support our service delivery, such as:

- Mailchimp (email marketing) – <https://mailchimp.com/legal/privacy/>
- Coordinate Sport (booking system) – <https://coordinate.cloud/privacy-policy/>
- Stripe (payment transactions) – <https://stripe.com/gb/privacy>

We may also share information where legally required – for example, in safeguarding cases, or with regulatory authorities such as Ofsted, local councils, or law enforcement.

Privacy Policy

Cookies Policy

Our website uses cookies to distinguish users, enhance browsing experience, and analyse traffic. Full details of the cookies we use and their purposes can be found in our Cookie Policy, available on our website.

Your Rights

Under data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data (subject to legal retention requirements)
- Restrict or object to processing in certain circumstances
- Withdraw consent for marketing at any time
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To exercise any of these rights, please contact info@wrsports.co.uk. If you are unhappy with how we use your information, please contact us first so we can resolve your concern. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

Policy Updates

We may update this Privacy Policy from time to time to reflect changes in legislation or our business practices. The most recent version will always be available on our website.

Referral Scheme

1. Referral discounts are given to new customers who book with us for the first time and the person who referred them.
2. All referrals will receive a discount coupon/voucher.
3. Customers need to contact WR sports at the time of booking to redeem this discount
4. New customer must mention the individual who referred them in the booking form to be eligible.

Special Guests & Activities

1. WR Sports may organise special guests, events and activities for children during their sessions.
2. This can range from professional sports players, inflatables, external companies and more
3. We do our utmost to ensure this happens however things, out of our control, could effect the appearance of this individual or arranged activity.
- 4.3. WR Sports Ltd are not under any liability for any issues which may arise forcing the activity/individual to not be carried out on any given date. Nor would WR Sports given any sort of refund due to this.

Claiming Discount Codes

WR Sports generate discount codes for sessions to reward loyal customers, sister company attendees, early bird sales and more.

1. Discount codes can often be limited to 1 per person/per booking
2. The discount codes must be claimed within the time frame set by WR Sports – they will not be re released if missed.

Complaints

If you wish to make a complaint about our services, please do contact the Managing Director (Waheed)

Email Address: waheed@wrsportsltd.com

Acceptance of Terms & Conditions

You will be deemed to have accepted and agreed to these terms which will prevail over any other terms put forward by WR Sports at the time you make a booking. The application of these terms will commence on the date of your booking.

