

The BiG Summer 2021 Holiday Football Programme Terms and Conditions

Please read carefully this terms and conditions as soon as you can from receipt. These terms and conditions are put in place to maximise the enjoyment and development during every day of the programme. If you have any questions relating to the terms and conditions, or indeed any aspect of the BiG Summer 2021 Holiday Football Programme, please contact Lionel Best on 07908 950 630 or by e-mail lionel.best@bigcic.org

1. Registrations & Payments

To confirm registrations and secure a place on the BiG Summer 2021 Holiday Football Programme, you (parent / legal guardian of players) must complete the appropriate registration form and questionnaire and make payment in full directly into the BiG business bank account.

- a. Once the completed paperwork and payment are received by BiG, your place (the participants) is secured and you (parent / legal guardian of players) will be sent a confirmation e-mail with a welcoming pack
- b. Participants cannot attend any day of the BiG Summer 2021 Holiday Football Programme without prior payment being received directly into the BiG bank account.
- c. The full week / weeks amount(s) must be paid regardless to how many days in a week your child intends to attend, as bookings are on a weekly basis.
- d. The weekly cost is £45.

2. Cancellations & Terminations

You (parents and legal guardian of players) have the right to cancel your child's (the participants) enrolment within 3 days of receiving your welcoming pack if you do not agree nor accept these terms. Otherwise the BiG Summer 2021 Holiday Football Programme fees are non-refundable unless authorisation has been given by BiG in which case any refund is at our discretion and each circumstance will be taken on its own merits.

- a. BiG would appreciate as much notice as possible if this should happen.
- b. All cancellations will be 50% of the price paid to cover costs associated with registration and the cancellation.
- c. Cancellation requests can only be accepted in writing by sending an e-mail to lionel.best@bigcic.org
- d. You cannot cancel your BiG Summer 2021 Holiday Football Programme registration unless there is a reasonable medical reason or other significant factor
- e. BiG reserves the right to terminate any participants enrolment immediately if there is a cause to do so (**if BiG's code of conduct has been breached. Please also see paragraph 6 and 7 below**)

3. Breaks from the programme

Breaks taken during your programme booking times will not decrease the price of the programme. Full weekly payment for the BiG Summer 2021 Holiday Football Programme must still be made and no refunds will be given for days missed due to breaks.

4. Arrival & Departure Times

Please arrive no earlier than 9:30am as BiG cannot guarantee access to the premises. At the end of each day, it is necessary to vacate the premises swiftly so please collect your children by no later than 3pm (the official end of the programme) and responsibly. Please make the person responsible for your child aware of the arrival and departure times, if you will not be in attendance.

5. Disabilities / medical issues & allergies

On registering, please give full details of any child with any disabilities, medical issues and / or emotional and social disorders. It is the parent / guardian's responsibility to notify BiG of such disabilities, medical issues and / or social disorders to ensure safe and effective teaching methods and standards are maintained. **Please also notify us of all allergies your child has on the appropriate questionnaire.**

6. Disruptive and Inappropriate Behaviour

Participants in attendance at the BiG Summer 2021 Holiday Football Programme are required to be civil and courteous to each other at all times. We will expect all to abide by the terms of the BiG Code of Conduct for Participants (this will be sent out with the welcoming email) to make the experience a fun and safe one for all. BiG will terminate a participant's registration with immediate effect (and the fee will not be refundable) in cases of gross unacceptable behaviour and conduct.

7. Physical Contact

Parents should be aware that due to the nature of football activities during the BiG Summer 2021 Holiday Football Programme it is necessary for the coach / BiG official to have physical contact with participants from time to time. If you would prefer the coach / BiG official not to have any physical contact with your child please notify BiG in writing prior to the first session sending an e-mail to lionel.best@bigcic.org.

8. Packed Lunch

Participants must bring their own packed lunch every day¹ and should have sufficient water / appropriate drink for the duration of the day. If participants do not have any packed lunch on arrival and or water / drinks, it is at BiG discretion whether they will be allowed to stay for that day.

9. Appropriate clothing and safety equipment

Participants must wear the right clothing that match the season / weather conditions e.g. football shorts, socks and training top), tracksuit, sweat top and light rain coat. All participants must also wear shin pads, astro turf trainers and football boots for the appropriate surface. If players do not have the appropriate clothing / safety equipment and in BiG's opinion, the player's well-being is at risk, it is at BiG's discretion whether the player will be allowed to participate during that particular day. **Nb. NO METAL STUDS FOOTBALL BOOTS ARE ALLOWED. ALSO NOTE PARTICIPANTS WILL NOT BE ALLOWED TO ENGAGE ON DAYS THAT THEY DO NOT HAVE SHIN PADS**

10. Photography and Film

Players may on occasions be photographed or filmed during development sessions and / or matches. You have the right to refuse your son's picture or face to appear on any of the BiG's publication or films. Consent has already been sought as part of the registration process but you can also inform BiG by email (lionel.best@bigcic.org)

11. Lost property

All property is the responsibility of the participants and parent / guardian attending each day of BiG Summer 2021 Holiday Football Programme and BiG (nor the venue) cannot be liable for any lost or damaged belongings.

12. Parental responsibility

Parents / legal guardians are responsible for getting the players to the venue safely and back home safely, and BiG will not accept this responsibility.

13. Participants Information

All personal information held by BiG. is treated as private and confidential and used solely by BiG and will not be disclosed or passed on. Under the Data Protection Act 1988, private customers have the right to see personal information held about them. If you wish to exercise this right, or have other related queries, please contact BiG by e-mail (lionel.best@bigcic.org). Please also see our [privacy notice](#) that outlines the types of data we collect from you and how we use that information.

14. Insurance, First Aid and DBS Checks

BiG has Public Liability Insurance, the lead coach is a UEFA B qualified coach and we will use other qualified officials during the BiG Summer 2021 Holiday Football Programme. We will have attended a First Aid Awareness Course and have a First Aid certificate. Copies of qualifications and DBS checks are available upon request.

15. Customer Service

It is BiG's intention to provide you with a high level of customer service at all times, however, if you are dissatisfied with the level of service, please contact Lionel Best either by phone (07908 950 630) or by e-mail (lionel.best@bigcic.org).

Name of participant

Name of parent / legal guardian

Signature of parent / legal guardian of player

Dated

¹ Those on the free school meals register will have their packed lunch provided
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