



FCE Crouch End FC & Exceltots Terms and Conditions

By making a partial/full payment, filling up our enquiry form or attending one of our activities you are binding to our Terms and Conditions

All FCE & Exceltots coaches are fully CRB checked, hold the FA's 'Safeguarding Children' certificate and are qualified in Emergency Aid.

The Child Protection Policy and Codes of Conduct are available on the Child Protection page of FCE & Exceltots website, or please ask if you would like these in paper form.

I understand that although every effort is made to ensure a safe playing environment for the children, that football is an active sport and sometimes accidents/injuries can happen. I understand that FCE & Exceltots groups children according to a variety of factors, not just on age. This means that children may be playing and competing in games with children who are younger and/or older than them, and/or bigger and stronger than them. I agree that FCE & Exceltots is not liable for injury or accident resulting from football or sport activities. In the event of illness, having parental responsibility for the above named child,

I give permission for medical treatment to be administered where considered necessary by a nominated first aider, or by suitably qualified medical practitioners. If I cannot be contacted and my child should require emergency hospital treatment, I authorise a qualified medical practitioner to provide emergency treatment or medication.

Classes, Club & FA/FCE League Fees. The Fee is non-refundable under any circumstances whatsoever except with the prior written agreement of FCE & Exceltots.

Classes: Your enrolment will start on your first day of classes and it lasts for 12 consecutive sessions. Excluding Seasons Holiday, Half terms and cancelled classes. When a trial is offered, it will be free if you don't join us otherwise will be included in the 12 sessions block payment.

Cancelled classes, league, holidays camps and Venues closure/time changing

In the event of a venue closure or lesson/league / camps cancellation we will make every attempt to contact our customers as soon as possible and only in the case of the cancelled classes the remaining lesson credit balance will be carried forward scheduled lesson. Only In case of holiday camp cancellation the fee will be refunded. I agree that FCE & Exceltots is not liable for any cancellation or closure of any venue, league, classes or holidays camps.

Outdoor Classes. We play football shine or rain. We will notify you if a class is cancelled due to weather condition, no refunds will be given. Catch up classes are available on any of our indoor venues.

FCE & Exceltots reserves the right to cancel classes should numbers fall below our minimum number per group. If this happens you will be offered an alternative lesson of the same level.

If the venue closure is likely to affect the football lessons on the long term, every effort will be made to offer space at another venue. If classes are cancelled as a result of an "Act of God" (e.g. disruption resulting from extreme weather conditions, earthquakes, etc), strikes, terrorist activity, or where local authorities/public guidance advise that classes should be temporarily suspended for health or other reasons, then no refunds will be given and it will not be permitted to defer classes during the affected period. FCE & Exceltots may cancel this contract at any time before the Pupil commences the Course for any reason whatsoever. FCE & Exceltots shall not be liable for any loss or damage whatsoever arising from such cancellation.

Missed lessons. Programme fees are non-refundable/transferable where the pupil has either missed lessons or decided to withdraw from the programme altogether. Lessons run consecutively, the lesson credits will be utilised as each lesson regardless of pupil attendance (with the exception of venue closure/lesson cancellation). When missing a class you are welcome to attend to any other venue for a catch up class during the same 12 weeks block only.

Refund. FCE Exceltots fee per class is £8.16 and this amount is used for the calculation of the refund regardless the amount paid by the customer when joined us. In case a refund is agreed, the



customer has to provide an account details no later than 3 months since the notification otherwise no refund will be given.

Changing Coach. We will use reasonable endeavours to provide the same football coach for each lesson within the term. However, relief coaches may be used without prior notification. We reserve the right to appoint a new coach at anytime and may, at times need to provide an alternative coach for a class or classes due to illness or for any other unforeseen circumstances. In the event a coach is away for a long period of time we will try to keep the same cover coach for the time period where possible. If a coach is absent, FCE & Exceltots reserves the right to join classes together if considered appropriate and safe.

I have been made aware that FCE & Exceltots have developed a Child Protection Policy which includes policies on photography, anti-bullying, disciplinary procedures, designated person for child protection, a clear recruitment policy, and guidelines on confidentiality. I have been made aware that FCE & Exceltots I have developed Codes of Conduct for parents/spectators, children and coaches. I agree to read, understand and adhere to the parents/spectators Code of Conduct, and to read the children's Code of Conduct with my child. I understand that FCE & Exceltots may take photos/video of games/sessions, for the purpose of promotion of the programme or coach development. This may include putting photos on the internet. I agree that FCE & Exceltots can use photos and/or video of my child(ren) in this way. This includes photos/video from this year or any previous year. I understand that FCE & Exceltots use shared facilities, and cannot be responsible for child safety in shared-use areas such as toilet areas. I understand that it is my responsibility to take my child to use the toilet before a session, and that if they use the toilet during sessions they do so unsupervised and at their your own risk. I understand that FCE & Exceltots is not responsible for children before/after sessions, or outside of the immediate playing/hall area, or between games during Mini-League events.

I will inform FCE & Exceltots of any important changes to my child's health, medication or needs and also of any changes to our email/address or phone numbers given. FCE & Exceltots is committed to ensuring that any information gathered in relation to our programme meets the responsibilities as set out in the Data Protection Act 1998. FCE & Exceltots will store the above information on their database until you inform us to delete it or update it. I understand that I must be present during the session. I must join the class if my child is in the parent/child group. I confirm that all details are correct to the best of my knowledge and I am able to give parental consent for my child to participate in all activities.

We all have a responsibility to promote high standards of behaviour in the class/game. FCE & Exceltots is supporting The FA's Respect programme to ensure our classes/games can be enjoyed in a safe, positive environment. Any form of violence towards our staff won't be tolerated. It will result in the removal of the membership and the child/ren won't longer be allowed to attend our classes.