

**DRH SPORTS LTD**

**TERMS AND  
CONDITIONS**

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## DEFINITIONS

**Activity:** Any camp, club, course, event or activity organised and run by DRH Sports Ltd.

**Terms & Conditions:** The terms contained in this document and any other document referred to within it.

## 1. BOOKINGS

### General

- DRH Sports LTD's bookings are limited to availability.
- The booking customer must be aged 18 or over.
- Bookings can only be made online and will be confirmed by email. A booking is confirmed when we receive the appropriate payment and receipt of payment constitutes acceptance of these terms and conditions.
- Bookings must be made at least 24 hours in advance to enable us to manage the coach to player ratio and so the coaching team can contact parents in the event of cancellation.
- DRH Sports accepts payment by credit card, debit card, online account credit/wallet, and childcare vouchers. We do not accept payment by cheque, cash, or PayPal.
- Please ensure all bookings are correct. It is the person making the booking's responsibility to ensure they have selected the correct day, time, and that the player is of the appropriate age and ability. Any change requests due to an error in booking may result in an administration fee.
- All players booking onto a course must be a member of the tennis club, with the exception of adult groups and mini tots.

### Your Information

#### Accuracy and responsibility

- It is the responsibility of the person making the booking to ensure that all details provided within their account on the DRH Sports website are accurate.
- It is vital that full information about each player, including medical and other special educational needs, and emergency contact details are included, accurate and kept up to date.

- If we do not have all this information before a session with DRH Sports begins, you or your child will not be allowed to take part.
- If the participant is a child, we cannot take responsibility for them until we have all the relevant information, therefore they will not be allowed to leave your care.

## **Player Age**

**Camp:** We accept children from 5 years old (**they must be in school year 1**), up to 12 years old. If your child is not yet in Year 1 at school, or they are aged 13 or above, contact must be made with DRH Sports to discuss suitability of their attendance.

All children must be able to go to the toilet unsupervised.

**Programme:** We run groups suitable for children from the age of 4 years and older. Our junior groups accommodate those up to the age of 18 years, at which point they will be able to book on to an adult group.

If you have a child who is 3 years old, please contact us to discuss the suitability of available coaching options.

## **Data Protection**

DRH Sports Ltd will hold all personal data in accordance with its Data Protection Policy which can be found within the Policies section at [www.drhsports.co.uk](http://www.drhsports.co.uk) and can be requested by emailing [info@drhsports.co.uk](mailto:info@drhsports.co.uk)

## **Payment**

### **Childcare Vouchers**

DRH Sports LTD is registered with Ofsted and are therefore able to accept Childcare Vouchers and Government Tax Free Childcare as payment. The list of childcare voucher providers that we are currently registered with is listed on the DRH Sports website FAQ page. If the provider that you are registered with does not appear on this list, please email us at [info@drhsports.co.uk](mailto:info@drhsports.co.uk).

An activity must be booked as normal and then the 'Childcare Vouchers' tab selected as method of payment. Please ensure payment is made through your provider. If you have any problems paying with childcare vouchers, please email us at [info@drhsports.co.uk](mailto:info@drhsports.co.uk).

Please note that when paying using Childcare Vouchers or the Government's Tax Free Childcare scheme, refunds may be provided in the form of credit.

## Discounts and Coupon Codes

Codes must be entered into the box at the checkout page online before completing your booking. If you encounter any online issues when applying discount codes, please contact us at [info@drhsports.co.uk](mailto:info@drhsports.co.uk). Refunds or credit cannot be supplied retrospectively for not entering the below codes.

**Sibling Discount:** We offer a sibling discount of 10% off the total price when booking activities for two or more siblings within the same booking (i.e., the booking for all children must be made and paid for at the same time). The coupon code is: sb10.

**Multi-Booking Discount:** We offer a multi-booking discount of 10% off the total price when booking two or more groups within the same booking (i.e., the booking for each group must be made and paid for at the same time). The coupon code is: mb10.

**Family Discount:** We offer a family booking discount of 10% off the total price when booking two parents and their child onto courses within the same booking (i.e., the booking for each family member must be made and paid for at the same time). The coupon code is: fam10.

## Parties

A deposit of 50% is due 3 weeks before the day of the party. This is to be paid via bank transfer, or credit or debit card at Letchworth Sports and Tennis Club reception, in person, or over the phone on 01462 675444.

The remaining payment is due on or before the day of the party via bank transfer or by card in person or over the phone.

## Changes To Your Booking

From time to time DRH may need to change venues, dates, activities, and courses for reasons within or outside our control.

### **Camp**

- To change a booking day or time, this must be emailed to [campgo@drhsports.co.uk](mailto:campgo@drhsports.co.uk)
- All changes are subject to availability.
- The change request must be received at least 7 days prior to the date no longer being attended.
- There may be one change per attendee, per camp without a charge.
  - Thereafter, any additional change requests will incur a £5 administration fee.
- Change requests sent in with less than 7 days' notice of either the date no longer being attended, or the new date you wish to attend may not be granted.
- Camp Go daily timetables and activities are a guide and are subject to change. We cannot guarantee certain activities will always happen on certain days.

### **Programme Course**

- If you wish to change your booking to a different group, this must have prior agreement from the Tennis Manager.
- All change requests must be sent into [lstccoaching@drhsports.co.uk](mailto:lstccoaching@drhsports.co.uk) and are subject to coach approval and availability.
- There may be one change per player per term without a charge.
  - Thereafter, any additional change requests will incur a £5 administration fee.

### **Parties**

Any changes to the information provided on the party booking form must be communicated as soon as possible by emailing [community@drhsports.co.uk](mailto:community@drhsports.co.uk). An increased number of participants or change of time/date may result in a change of cost or our capability to accommodate the party.

### **Cancellation, Refunds, and Notice of Absence**

## Camp

- All cancellations must be emailed to [campgo@drhsports.co.uk](mailto:campgo@drhsports.co.uk). *(If on the morning of the day your child is due to attend you decide they won't be coming, please also text or call and leave a voice message on 07901903520 so the coaches know not to expect them.)*
- Providing notice before the camp session(s) you are cancelling of at least:
  - **7 days** will receive a 75% refund of the amount that was paid for the session that is being cancelled.
  - **3 days** will receive a 50% refund of the amount that was paid for the session that is being cancelled.
  - Less than 3 days will receive no refund.
- As we offer a discounted weekly price, if you wish to cancel part of a full week booking, we will recalculate your booking at the daily rate which may result in an additional charge.
- If a sibling discount was used when making the initial booking, and you wish to cancel one (or more) child's booking, leaving a single child's booking, this may result in an additional charge.
- When payment has been made via Childcare Vouchers or Government's Tax-Free Childcare, refunds for cancellations made by the player/parent will be provided in the form of credit into your DRH online account.

### Cancellation of Camp by DRH Sports

Sessions may be cancelled at the Head Coach, or Camp Director's discretion for unforeseen circumstances which may include:

- Insufficient number of participants booked on.
- Coach illness.
- Venue requirements relating to health and safety and maintenance.

In the case of any of the above, the person who made the booking can choose to either book another session in its place if spaces are available or receive a full refund for the amount paid for the cancelled session(s) by way of credit or onto the original payment card.

If payment was made with Childcare Vouchers or Tax-Free childcare, and a substitute booking isn't made, DRH Sports will refund to the childcare account if the childcare provider allows this. If this is not possible credit will be provided.

### Programme courses (not including Pay-As-You-Go groups)

#### Make-up Sessions

- If you/your child cannot attend a session on the course you've booked, you may attend another suitable group session within our programme.

- In order to attend a make-up session, we must be notified at least 24 hours prior to the session you/your child is going to miss by emailing [lstccoaching@drhsports.co.uk](mailto:lstccoaching@drhsports.co.uk)
  - Make-up sessions are subject to group availability and coach approval.
  - You must receive confirmation to attend a make-up session from a DRH Sports member of staff before turning up to a session you are not booked onto.
  - A player can attend up to 3 make-up sessions within a term.
- If the player has sustained an injury or has an ongoing illness which means they cannot take part in tennis coaching for four or more weeks, credit may be issued for missed sessions as long as the following is provided:
    - Notice of absence 24 hours prior to their first missed session.
    - A letter from a healthcare professional stating that the player cannot take part in tennis.
    - If the injury/illness requires missing sessions for less than 4 weeks, make-up sessions will initially be offered. If there are no suitable alternative groups available 100% credit can be provided for any missed sessions as long as a medical note is provided.
  - DRH Sports may need to cancel sessions within a term due to exceptional circumstances such as:
    - Unforeseen coach illness
    - Inclement weather conditions
    - Venue requirements relating to health and safety or maintenance.

In the case of any of the above DRH Sports will communicate cancelled sessions via text/WhatsApp or phone call and provide make-up sessions to replace the missed session(s). These will be communicated in advance.

Make-up sessions are arranged for when there is coach and court availability. Where possible they will be provided before the next term commences and often within the school holidays.

If a session is cancelled 15 minutes or later after it has started, there will be no make-up session provided.

- In the instance that DRH Sports may need to take a group off the programme that has an insufficient number of participants, the following steps will be taken:
  - The person who made the booking will be contacted to explain the situation.
  - Initially, every attempt will be made to find another suitable group for the player(s).
  - If there is no alternative group available agreed by both player and DRH Sports, a refund will be provided for all remaining sessions.



## **Programme Pay as You Go Groups**

If you can no longer attend a Pay-As-You-Go session which has already been booked, we ask that you Text/WhatsApp the DRH mobile (07901 903520) so we are aware and can inform the coach.

- Credit for the booking, minus 25% admin fee will be applied to your DRH Sports online wallet if:
  - The cancellation is made with at least 48 hours' notice of the session starting AND the course is not fully booked at the time of cancellation.
  - The cancellation is made with at least 48 hours' notice, the course is fully booked at the time of cancellation, and we fill the space with another booking.
- No credit is offered if:
  - Cancellation is within 48 hours of the session.
  - The course is fully booked, and the space is not filled with another booking.

Those who would like a place on a Pay-As-You-Go group but the session is full, can text or WhatsApp the DRH mobile (07901 903520) to be put on a waiting list. They are to assume they do not have a place on the course unless they hear directly from a member of DRH Staff to say they do now have a place. If a space becomes available a member of Staff from DRH Sports will contact the first person on the waiting list. They need to confirm they wish to take the place and they will need to book themselves on via the DRH Sports website.

## **Parties**

Cancellations must be emailed to [community@drhsports.co.uk](mailto:community@drhsports.co.uk).

- If a cancellation is made with at least 2 weeks' notice of the party date, a refund will be made minus 50% of the deposit amount.
- If cancellation is made with less than 2 weeks' notice and more than 48 hours' notice, the amount already paid can be moved to a future party booking within the next 13 months.

- Any cancellation with less than 48 hours' notice will receive no refund or transfer of funds to a future dates.

If the club need to cancel the booking for any reason, 100% of the amount already paid will be refunded.

## 2. SESSION EXPECTATIONS

*(Please refer to the following policies for more detailed information)*

- ❖ *Player code of conduct*
- ❖ *Parent code of conduct*
- ❖ *Coach code of conduct*
- ❖ *Responsibility for minors*

### Health & Safety

- Children should wear appropriate sports clothing, non-marking trainers, no jewellery and long hair should be tied back.
- A full risk assessment will be carried out before any activity takes place at a new venue.
- By agreeing to these terms and conditions, you are providing consent for DRH Sports Ltd professionals to administer all necessary first aid to your child as required at any time.
- Any participant wearing earrings will need to have them removed prior to attendance or, for newly pierced ears, they must be covered with appropriate tape.
- It is the parent/guardian's responsibility to ensure appropriate clothing is worn and/or available for their child for the activity being undertaken and weather conditions. If a child arrives without the appropriate clothing the coaches have the right to send them home.

### Child Protection

All our staff are DBS checked and have regular safeguarding training in accordance with our qualifications and insurance. They all act in accordance with our child protection policy – a copy of which is available on request by emailing [info@drhsports.co.uk](mailto:info@drhsports.co.uk).

### Medical Conditions

- Any medical conditions that any participant may have must be fully disclosed
  1. When you create your account with DRH.

2. To the lead coach of the activity or at the venue.
- If the booking is made outside of the website then the medical concern must be disclosed to the lead coach and camp director.
  - Any child with allergies must have an Epi-pen with them or we must exclude them from an activity.
  - Any child with asthma **must** have their inhaler with them otherwise we **must** exclude them from the activity.
  - If your child has any medical condition which requires equipment they must bring it with them otherwise we are not allowed to have them participating.

### **Special Requirement**

- DRH Sports recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and medical conditions within the camp environment.
- It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- It is the responsibility of the parent/carer to inform us of any medical conditions, special educational needs, or disabilities when booking online or over email so we can discuss how best to accommodate the child and consider whether there are reasonable adjustments which can be made to ensure they are able to fully participate and enjoy the activities within the staffing ratios.
- The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- Our staffing ratio procedure requires two members of staff at least at all times. We can't accommodate our ratios for any specific needs or medical conditions.
- Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.
- Where a child does require one-to-one support, DRH Sports Ltd will permit parents/carers to attend camp to support their child, providing they are fully DBS checked and vetted.
- DRH Sports does not provide one-to-one support.

### **Collection From Junior Activities**

## **Late Collection**

- It is your responsibility to make sure that you are there to pick your child up on time when their session has finished.
- If we have no contact from a parent/guardian we will have to call social services after 5pm and you will be charged.

## **Camp**

- If you are more than 10 minutes late for the standard 4pm finish time you will be charged the late pick-up fee of £10 if there is a late stay option for that camp.
- If there is no late stay option, or if you are late to collect your child from the late stay, we will charge you £20 for every 15 minutes you are late to pay for staff costs.
  - This is applicable if there is no communication from the parent, if you communicate with us the fee will be down to the coach's and staff's discretion.

## **Leaving an Activity**

- All children under the age of 12 years old must be collected and dropped off by a parent or guardian, and handed over to a member of DRH staff or will sign them in and out of the session.
- A child 12 years or older will only be allowed to arrive and/or leave unaccompanied if we have received written consent from a parent or guardian prior to the activity starting. Any child aged 11 or younger must always be collected by an adult.

## **Photography/Recording**

- DRH Sports Ltd may from time to time take photographs, video recordings, and audio recordings of any activity. The use of these is solely for promoting and publicising DRH Sports Ltd and what we offer. They will be displayed on ours and partner tennis clubs' websites, social media platforms, emails, newsletters, and printed promotional material.
- Parents/guardians that wish for their child to not be in photographs and recordings must make DRH Sports Ltd aware of this at the time of booking by ensuring their media consent information is accurate on their DRH Sports online account.

- Where possible we will inform parents/guardians before an activity where we have planned for photographs/recordings to be taken.

## **Equipment**

All players must treat all equipment with respect at all times.

If players damage equipment there will be a fee dependent upon the item.

## **Personal Property / Lost Property**

- DRH Sports cannot be held responsible for any loss or damage to any personal belongings whilst attending a DRH Sports Ltd activity.
- Please ensure that you or your children doesn't arrive to one of our activities with valuables.
- If you leave an item at the tennis club we will leave it with their lost property which is kept for two weeks.
- If an item is left at one of our external venues and we don't find it the venue will hold on to it in accordance with their policy.
- No electronic tablets, mobile phones or recording devices are permitted during any of our activities. Please ask your child to pass such items to a member of staff for safekeeping.

## **Exclusions**

Any form of abuse towards any of our staff will not be tolerated.

Anyone that is deemed to be too disruptive to the class due to antisocial behaviour will not be allowed to continue on the course and no refund will be issued. However, prior to this every effort will be made to resolve any issues should they arise.

- DRH Sports has a responsibility for ensuring the well being and safety of all children in our care and have approved procedures for managing behaviour.
- The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camps/ sessions for the remainder of day/lesson or for the entirety of a camp/term.

- DRH Sports reserve the right to exclude any child for any reason at its absolute discretion, including, persistent late collection. No refund will be made for days missed and no compensation will be made for any other cost or losses incurred as a result. Any costs associated with the exclusion will be the parents' responsibility.
- We reserve the right to exclude a child at any time prior to or during a session due to illness. The parents/ carer will be expected to come and collect their child.

### **3. COMPLAINTS**

- DRH Sports is committed to ensuring every child has a great time on our camps. If you or your child is not happy with the service we provide then we'd like to hear about it.
- In the first instance raise it with the senior coach at the activity. He/she will deal with the problem in accordance with our policies and procedures.
- If your problem is not resolved to your satisfaction then please write to our customer services team at [info@drhsports.co.uk](mailto:info@drhsports.co.uk) within 7 days of your child's attendance of the activity. We will respond to your complaint within 28 days.
- We take your views and complaints very seriously and will endeavour to resolve your complaint as quickly as possible.
- Refunds will only be issued if DRH Sports Ltd is proven to be in breach of its T&Cs.

### **4. ADDITIONAL POLICIES & PROCEDURES**

- Copies of DRH Sports Ltd's policies and procedures can be made available upon request from [info@drhsports.co.uk](mailto:info@drhsports.co.uk)

### **5. INFORMATION**

- The information on this site is updated regularly. However, we hereby exclude any warranties (whether expressed or implied) as to the quality, accuracy, efficiency, completeness, performance and fitness for a particular purpose of the site.
- These T&Cs form the entire agreement between you and DRH Sports Ltd.

- By booking an activity with DRH you are acknowledging your full acceptance of these T&Cs and confirm that you have not relied on any other representation other than those contained within these T&Cs.
- If any term within these T&Cs is found to be unenforceable by a competent Court then such a term shall be struck out, but the remaining terms within these T&Cs shall continue in force to the full extent permitted by law.
- These T&Cs are governed by English Law and subject to the exclusive jurisdiction of the Courts of England.

