A picture containing logo

Description automatically generated

**Terms and Conditions for Bookings**

**Registered Office**

Horsham Sports Services Ltd (HSS)

5 Wild Orchid Way, Southwater, West Sussex, RH13 9GA

Email: [Ianfordy@aol.com](mailto:Ianfordy@aol.com) Telephone: 07764 146338 Website: [www.horshamsportsservices.co.uk](http://www.horshamsportsservices.co.uk)

**Admissions**

HSS provide services to all children regardless of their gender, specific needs, learning difficulties, background, religion, ethnicity or how well they can speak English.

HSS encourages children with additional needs to participate in its activities. Should a child require 1:1 care, HSS will endeavour to assist such a request by working with local agencies in an attempt to obtain the appropriate additional care and support for the child.

**Bookings**

Bookings for all HSS activities should be made in advance and full payment must be made at the time of booking. Bookings can be made at <https://bookwhen.com/horshamsportsservices>

Please note that completing a booking is regarded as acceptance of our Terms and Conditions.

**Methods of Payment**

HSS accepts payment principally online via credit or debit card. However bank transfer and cash payments are also possible by agreement.

Cheque payments cannot be accepted.

If full payment for the activity is not received no new bookings or amendments will be accepted until the account has been paid in full.

**Booking Confirmation**

All bookings will be confirmed by email.

**On-The-Day Bookings**

Subject to spaces being available and booking form details being provided, on-the-day bookings with cash payment are possible. On the day of an activity enquiries can be made via phone number 07764 146338.

**Changes to Existing Bookings**

All changes made to existing bookings with be charged at the applicable rate in the pricing structure irrespective of when the original booking was made. The date of the change will determine the price category.

**Cancelling of Booking by Customer**

For cancellation of a booking HSS will require at least 48 hours’ notice prior to the activity start date/time. No refund or credit note will be issued for activities which are cancelled within the 48 hours’ notice prior to the activity start date/time because the costs (eg facility hire) associated with that booking will have already been committed to.

**Cancellation of Booking by HSS**

In exceptional circumstances HSS may need to cancel particular dates/venues and will provide the customer with as much advance notice as possible. In this event we will refund all monies paid for the cancelled dates/venues. Please note HSS will not be liable for any other costs incurred by customers

**Food and Drink**

Parents/carers are required to provide their child/ren’s food/drink. We always recommend each child brings plenty of drink and a small snack for any activity session however long the duration. When an activity length exceeds three hours a full packed lunch is recommended

HSS operates a strict NO NUT policy, which parents are asked to adhere to in providing food to their child for any session in the interest of the health of all children, given the risk of someone having an allergic reaction.

**Safeguarding**

HSS staff and adult volunteers go through a recruitment process that includes DBS and reference checks. HSS has legal obligations in relation to safeguarding. HSS staff have a duty to respond if they suspect a child in their care may be suffering from abuse. Any disclosure of child abuse or neglect will be fully investigated and reported to appropriate official agencies.

**Behaviour**

HSS ensures that all staff and children are treated with the same respect and behaviour during all our activities, with the use of effective behaviour management strategies to promote the welfare and enjoyment of all children attending.

HSS will work in partnership with parents, schools and children with the aim to manage behaviour using clear, consistent and positive strategies. Our staff will use encouraging positive behaviour as well as providing clear guidance for managing poor behaviour and maintaining the safety and welfare of children and staff. Our activities have participant and staff codes of conduct in place and on display.

HSS has a responsibility for ensuring the well-being and safety of all children in its 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. For more serious cases, HSS reserves the right to ask parents/legal guardians to remove children from its services.

**Concerns, Compliments and Complaints**

HSS aims to work in partnership with parents to deliver a high quality childcare/sporting service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Electronic Contact and Feedback forms are available in the footer section of the [www.horshamsportsservices.co.uk](http://www.horshamsportsservices.co.uk) website

**Equal Opportunities**

HSS is an equal opportunities employer and welcomes all children, regardless of gender, ability, race or religion. Each child attending HSS services is of equal value and is entitled to equal access of opportunity. The company operates a zero-tolerance policy on discrimination or bullying of any kind.

**First Aid**

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called, if necessary, as agreed within our registration process.

**Health, Sickness and Medication**

Any medical conditions must be fully disclosed at 1) time of booking and registration and 2) at drop off and sign in on site to the coach.

HSS requires that all children who are ill or infectious be kept at home for the full duration of their ailment, and for 48 hours after the last symptom occurs.

**Mobile Phones and Electronic Devices**

Children are requested to not bring mobile phones or electronic devices to any HSS sessions. If a child does bring a mobile phone to a session then it will be their own responsibility and HSS will not be liable for loss or damage. For privacy reasons children should not take any photos/videos at the camps and share them online (eg social media) in any way.

**Photography and Video**

HSS may occasionally want to take photographs/videos of activities and children within these settings for the sole purpose of use with promotional and informational material. A photo consent process is implemented via the online booking process.

**Personal Property**

Valuable items should not be brought to HSS activities. Please note children traveling to our services via scooter will not be permitted to leave them onsite due to space restrictions and safekeeping issues. HSS will not be liable for the loss or damage of any item of personal/valuable property brought to any of its venues. We advise parents to ensure that all bags and clothing are clearly labelled with the child’s name.

**Our Liability**

HSS is covered by £10 million public liability insurance

We do not exclude or limit in any way our liability for:

a) Death or personal injury caused by our negligence of our employees, agents or subcontractors

b) Fraud or fraudulent misrepresentation

c) Breach of the terms implied by section 3, 4 and 5 of the supply of goods and services act 1982

d) Breach of the terms implied by sections 3,4 and 5 of the supply of goods and services act 1982 (description, satisfactory quality, fitness for purpose and samples); and

e) Defective products under the Consumer Protection Act 1987

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms or negligence. We are not responsible for any loss or damage that is not an obvious consequence of HSS breaching the terms.

**Policies and Procedures**

A full overview of all HSS policies and procedures are available for inspection on the footer section of the website [www.horshamsportsservices.co.uk](http://www.horshamsportsservices.co.uk)

Should you have any further queries, please do not hesitate to contact us on 07764 146338.