

Tollo Sports Academy - Terms and Conditions

The following terms and conditions apply to all participants and guests in relation to all of their dealings with Tollo Sports Academy Half Term Courses. Please ensure that you read all the information thoroughly. The word 'you' refers to all pupils, participants, parents, guardians and guests involved in activities and services provided by Tollo Sports Academy and may be taken in the singular or plural context.

General

The following terms and conditions apply to all participants and guests in relation to all of their dealings with Tollo Sports Academy. Please ensure that you read all of the information thoroughly.

We intend to rely on these terms and conditions to govern the service that we provide to you. We recognise that you may receive verbal information from members of staff, but that shall not be incorporated into these terms and conditions which may only be changed by formal, written amendment signed by a director.

We will give you reasonable notice of any such changes via a posting on the website. If we consider the changes to be particularly significant, we may also notify you by email.

Payment

Please pay for your half term holiday course bookings via BACS.

Name: Tollo Academy

Account Number: 41720229

Sort Code: 60-01-04

You must reference your child's full name when completing the bank transfer

Text us once you have paid on 07837870475 so we can check it was received.

Once we confirm it has been received, you will be notified of when you will hear more from us regarding your booking.

Cancellation

We reserve the right to cancel holiday camp days in circumstances where it may be necessary to ensure the safety of all participants. If this happens, we will try to arrange an alternative session to compensate, or provide you with a full refund of that particular session.

We reserve also the right to exclude from the sessions, without refund, any participants whose behaviour we consider to be unacceptable. This also applies to any parent or pupil, who do not follow our guidelines exactly how we have set them out in this current time.

Cancellations by the parent before the holiday course block booking start date:

- Cancelling 10 days or more in advance = Full refund
- Cancelling 7 days in advance = 75% refund
- Cancelling 5 days in advance = 50% refund
- Cancelling with less than 5 days before your camp booking starts = NO REFUND

Collection and Drop off

Days for your child's group 'bubble' will be staggered in arrival and leaving timings with other groups. All pupils are required to register at their designated drop off and pick up points with their specific member of staff for each day. At the end of the day, pupils must be collected promptly from the designated pick up area. If you wish to make alternative arrangements for your child's pick up, you must inform Tollo Sports Academy staff.

Once collected, the parent or carer must allow the coach to take a picture of that adult with the child as our form of signing the child out.

Physical Condition

In registering with us, you are confirming to us that you are in good physical condition and that you are not aware of any medical or any other reason why you should not engage in physical exercise with Tollo Sports Academy. You are also confirming that exercise would not be detrimental to your health, safety, comfort or welfare. Any injuries or medical conditions, current or subsequent, which may affect your ability to perform or participate in our sessions, must be brought to our attention. All medical information disclosed to us will be held in the strictest confidence.

Upon your daily arrival, parents will be asked to complete a coronavirus declaration form to allow the child to attend the holiday course. All staff and children will also have their temperature taken before entering the facility.

Under no circumstances will parents be allowed to enter the facility apart from the drop off and pick up points.

Absence

We ask that you inform us via email at tolloacademy@gmail.com or via phone to 07837870475, as soon as you know that your child will not be attending a holiday course day. All the days will be planned in advance and knowledge of participating numbers is important to our preparation.

Refunds will not be provided to participants for absences unless it fits with the cancellation policy detailed above.

Lost Property

All property is left entirely at the participant's own risk. Tollo Sports Academy cannot accept any responsibility for the loss of or damage to any personal possessions.

We ask that pupils only bring essentials to the camp to lower the risk of contamination.

Medical Conditions

You must declare when booking onto a course / waiting list of any existing medical conditions that they are aware of that the child or adult which may be harmful or not to another person. You must agree to inform us if any changes in any medical condition as soon as you are aware of them. All information will be kept strictly confidential and it is at Tollo Sports Academy's discretion to accept or refuse any applicant to join in any sessions.

If a medical need is declared, you must provide only the designated coach for your child's group their medication.

Our Duty

At Tollo Sports Academy, we acknowledge and understand that we have a duty of care to all children and young people, playing or otherwise, who participate in our sessions. Before and during these activities, risk assessments will be carried out to minimise the risk of harm to all participants and staff.

We shall not be responsible for any failure to discharge our obligations where this results from circumstances beyond our control.

We do not seek to avoid liability for negligence occasioning death or physical injury, but otherwise our maximum liability for any breach of contract or other claim in law shall be limited to a refund of unexpired session fees.

Allowing your child to participate on our holiday course, means you are happy to proceed when understanding the current risks linking to COVID 19.

Participant Code of Conduct

1. We expect high standards of personal behaviour and discipline from you as a member of our Academy.
2. You must inform the coach if you have an injury.
3. Violence, threatening behaviour or bullying conduct will not be tolerated.
4. Participants must bring an appropriate drink to all sessions; dehydration adversely affects player performance and can, in some cases, be dangerous.
5. In the interests of safety, participants must not eat or chew, or wear any form of jewellery during sessions.
6. We expect you to understand your role as part of the activity group, that you are to respect and encourage each other and to accept that mistakes will be made by all participants.
7. Participants must wear clothing and footwear appropriate to weather conditions.
8. Enjoyment is a key element to success and as a participant you should never lose sight of that. If a participant has any concerns or worries about their personal performance, they are encouraged to speak to a member of staff.

Parent/Carer Code of Conduct

1. Understand the importance to participant welfare and development of key relationships and influences.
2. Work with Tollo Sports Academy staff in the interests of your child. Inform the staff immediately if there is any change in your child's medical condition and discuss any issues that may impact upon your child's performance.
3. Place the well-being and safety of every young participant above all other considerations.
4. Set a positive example by behaving in a way conducive to promoting excellence, enjoyment, fair play and respect.
5. Encourage and guide participants to accept responsibility for their behaviour and to conduct themselves in a professional manner.
6. When watching sessions, you must stand in a designated area as directed by Tollo Sports Academy or school members of staff.
7. Appreciate that mistakes can be made and refrain from making negative comments. In essence, praise is the only form of communication which we expect from parents and guardians.
8. Ensure that your child wears the correct clothing and footwear appropriate to weather conditions.
9. Ensure you child brings an appropriate drink to all sessions; dehydration adversely affects player performance and can, in some cases, be dangerous.
10. Support coach's decision at all times. If you have any concerns about sessions you are encouraged to discuss them privately with a member of staff.

Customer Services

If you have any queries or have cause to complain about any aspect of our services, please contact us at tolloacademy@gmail.com

Declaration

In subscribing to a The Holiday Course service provided by Tollo Sports Academy, both I (as a parent or primary carer) and my child who will be attending, acknowledge: -

1. I am aware of potential risks associated with physical exercise and I am voluntarily joining in with these activities in the belief that I am fit to do so.
2. I will notify Tollo Sports Academy immediately of any changes in my child's medical condition.

3. Tollo Academy accepts no liability for loss or injury of whatsoever nature and howsoever arising caused to me/my child or suffered by me/my child whilst under the care of Tollo Sports Academy, unless such loss or injury is caused by the negligent action of Tollo Sports Academy.
4. I have provided the registration details to the best of my knowledge.
5. I have read, I understand and I accept the terms and conditions for these Half Term Course services, including the code of conduct.
6. I have read, understand and accept the codes of conduct of Tollo Sports Academy and agree to be bound by them.
7. I understand that Tollo Sports Academy may from time to time make changes to their terms and conditions.