

## **Abbey Badminton Club Terms and Conditions**

Signing up to an Abbey Badminton Club session means you are agreeing to the terms and conditions detailed below.

### **Term Fees**

Termly fees must be paid online via the booking system prior to attending the first session of the term. Your place will only be secured once payment has cleared. If you are joining part way through the term (provided the session is not full), the fees will be calculated based on the number of sessions remaining.

If you cancel the payment mandate before monies have been collected or if your payment fails due to insufficient funds or for any other reason, a charge of 7.5% of the total amount payable (capped at £5) will be incurred per transaction failed to cover the transaction fees that we are charged.

No refunds or credits will be issued unless there is a long-standing illness and on production of a Doctor's certificate.

If a refund or credit is to be issued, it will be from the date of notification and not backdated.

No monies will be taken if the session is full and you have been placed on the waiting list. In the event that a place subsequently becomes available, you will be contacted by us.

### **Trial sessions**

We may be able to offer you a trial session to assess ability depending on whether spaces are available. If you would like a trial (new members only) before committing to the term, please contact us to discuss.

If you would like to sign up for the term after the trial, you must book and pay via our system before the next session. If you decide not to sign up or sign up after the next session has passed, a charge of £10 will be applicable.

### **Pay As You Go sessions**

Once you have booked on to a PAYG session, refunds will not be issued if you are unable to attend.

If Abbey Badminton Club needs to cancel a session, a credit will be given.

You may not transfer the place to someone else, but inform us that you are unable to attend so that we may offer the place to the next person on the waiting list.

### Coaches and session leaders

Coaches and session leaders may change now and again (for example cover for annual leave or due to unforeseen circumstances). If a permanent change occurs, members will be notified.

### Attire

All pupils must wear appropriate sports clothing to sessions. Non-marking sports shoes are mandatory. Indoor court shoes are preferable.

### Change of session

It is not possible to change your session date or time to make up for a missed session or if you are unable to make it to a session.

If Abbey Badminton Club needs to cancel a session due to unforeseen circumstances, a credit will be issued to you via the system to use against subsequent payments.

A coach may recommend a different session based on assessment of ability. In this case, they will recommend options for the best-suited session. This may be on a different day at a different time. If the session cost is different, an invoice for the outstanding amount will be sent to you or if you are owed money, a credit will be issued via the system to use against subsequent payments.

### Member Information and Contact Details

It is imperative that members' contact details and information regarding health are kept up to date on the system. If there are any changes to these details, you must login to your account and update these.

### Session WhatsApp groups

We have WhatsApp groups for every session we run. The link for the relevant group will be sent to you via email when you sign up to a session. We recommend that you join these.

### Drop-off/arrival and Pick-up protocols

Members (both adults and juniors) should not arrive more than 5 minutes before their session is due to begin.

If there is a session going on before yours, please wait outside until the hall is clear before entering.

For juniors – please ensure that the parent/guardian waits until a coach is present before leaving. Please ensure that the child knows who will be collecting them at the end of the session. All juniors must be collected on time at the end of their session.

### Diversity and Inclusion

Abbey Badminton Club respects all members and will not tolerate any abuse, whether verbal or physical, to any of its staff or members. If any such behaviour is witnessed or reported, this will result in the perpetrators being asked to leave.