



*Raising the bar.... Helping provide a pathway to excellence....*

## **TERMS AND CONDITIONS**

All bookings are subject to the terms and conditions set forth in this agreement

The following terms and conditions apply to all bookings. Please make yourselves familiar with our standard Terms and Conditions laid out below.

### **1. Bookings**

Any and all bookings either coaching or consultancy, must be received (or telephone conversations confirmed) by BCW Sports Services Limited in writing (i.e. via letter or e-mail). The CUSTOMER accepts the booking and cancellation terms and conditions set forth in this agreement by making a reservation.

### **2. Confirmation of Bookings**

The contract is concluded only when the appropriate booking confirmation is issued in writing (i.e. via letter or e-mail) by BCW Sports Services

The aim is that after making reservation the confirmation will be sent to the CUSTOMER within 48 hours, if feasible.

### **3. Prices**

#### Coaching Sessions

The costs of delivery of coaching sessions is £30-£40 per hour for a Head Coach\*

The costs of each additional Assistant Coach is £10-£15 per hour\*

The ratio of coach to child is –

- 5 to 11 yrs – 1 Coach : 12 Participants
- 12 to 16 yrs – 1 Coach : 16 Participants
- 16 upwards – 1 Coach : 20 Participants

Included in this price will be coaches travel costs to and from the venue unless alternative arrangements have been negotiated between the two parties.

\* Prices differ depending on the level and experience of coach.

#### Consultancy Sessions

The costs of delivery of consultancy sessions is

- £250 per day (up to 7 hours)
- £125 per half day (up to 3.5 hours)

Each consultancy session encompass a one off preparation/administration fee of £50

Included in this price will be facilitator's travel costs to and from the venue unless alternative arrangements have been negotiated between the two parties.

#### 4. Payments

Invoices will be sent to the CUSTOMER at the address agreed at the time of booking the service once the coaching or consultancy session has been completed.

Please pay by cheque or BACS, within 14 days of receiving the invoice. Cheques should be sent to BCW Sports Services Limited using the following contact details –

C/o 32a Astwick Road, Stotfold, Hitchin, Hertfordshire, United Kingdom. SG5 4AT  
Telephone: 01920 422425 | Mobile: 07920 055996  
email: [info@bcwsports.co.uk](mailto:info@bcwsports.co.uk) | website: [www.bcwsports.co.uk](http://www.bcwsports.co.uk)

#### 5. Cancellation – Terms & Conditions

We must be notified in writing (i.e. via letter or e-mail), or by phone as soon as possible, in the event of cancellation. Cancellations or changes are deemed valid only when received and confirmed by BCW Sports Services.

Should you cancel, the following conditions apply for both coaching and consultancy services:

- Between 6 – 4 weeks = Full payment of 1st session plus set up charge will apply (No set fee for coaching sessions).
- Less than 4 (four) weeks = 50% of the total cost of the session is to be charged.
- One week prior to delivery = 100% of the total cost of the session is to be charged.

#### 6. BCW Sports Services Limited will:

##### Coaching Sessions

- \* Provide delivery of a planned coaching session (s), as arranged with the customer, tailored to meet the needs of the individuals/organisation and the funders.
- \* Provide suitable and correct equipment to deliver the planned coaching session (if extra equipment is required, arrangements will be made with the customer).
- \* Provide a safe environment that maximises benefits and minimises risks to athletes in achieving their goals.
- \* Coaches will deliver the planned sessions in line BCW Sports Services Coaches Code of Conduct.
- \* Create an environment where every individual has the opportunity to participate in the sport or activity of their choice.
- \* At all times respect individuals basic human rights and operate without discrimination on grounds of gender, race, colour, language, religion, political or any other option (See Equity Policy)
- \* Will provide positive role models for athletes/individuals/groups at all times.

##### Consultancy Sessions

- \* Provide facilitation of workshops etc, as arranged with the customer, tailored to meet the needs of the individuals/organisation and the funders.
- \* Provide support & guidance to individuals and or organisations through the processes that they require.
- \* Respect different opinions, views and embrace diversity. (See Equity Policy)
- \* Create a supportive learning environment, using a range of facilitation skills, understanding and managing group presentations.

- \* Provide resources to participants of consultancy sessions and also provide links to resources provided by major organisations, NGB's, CSP's, LA's that are there to provide support.

**The Customer will:**

- \* Be responsible for the marketing and promotion of the course/ workshop
- \* Compile a list of attendees names, including contact details and pass these to the facilitator in good time.
- \* Confirm places to the applicants applying to join the course
- \* Ensure that the following are available at the venue:
  - o Refreshments & facilities
  - o Flip chart stand
  - o Adult sized chairs
  - o Table
- \* If any of the above are not available, to make the facilitator aware of this.
- \* Photocopy any handouts if required. These will usually be provided by BCW Sports Services, unless advised otherwise.
- \* Give details of the contact person at the venue, including site management team details, if it is an evening session.

**7. Additional Sports Coaching Conditions**

- a) BCW Sports Services accept no responsibility for children & young people outside of the agreed hours. Failure to collect a child on time will result in the customer being charged £10 for every half an hour. After a reasonable length of time, staff shall contact the Duty Officer at Social Services and/or the police.
- b) BCW Sports Services accept no responsibility for the loss or damage of personal property brought to session(s) or course(s).
- c) BCW Sports Services has a duty to report any concerns that indicate a child may be at risk of abuse. The policies and procedures that staff follow are available on [www.bcwsports.co.uk](http://www.bcwsports.co.uk) or by contacting us on 01920 422425 or 07920 055996.
- d) BCW Sports Services reserves the right to withdraw a child from a session or course if insufficient information about a child's needs was not declared at the time of booking. BCW Sports Services will follow other organisations guidelines and procedures on this matter, which will be agreed at the time of booking.

**Inclusion**

BCW Sports Services aim to include all children, however where there is a need for additional support, we need to know the necessary information in advance to be able to put support in place. All personal information about the participants is respected as private and confidential.

**Medication**

BCW Sports Services staff can only give prescribed oral medication with the written consent of the parent/carer and a medical form, to be completed at the session / course.

**Illness**

Unwell children should not be brought to activities. If you child becomes unwell, you will be contacted to take them home.

## 8. Photography

Photographs may be taken by BCW Sports Services. We use these in future publicity and promotional material. These images will only be used for electronic or printed information, displays and exhibitions relating to BCW Sports Services provision. Images will NEVER display the child's name. Images will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent or carer. Images will only be stored and used for up to 2 years after being taken. After that time, they will be destroyed.

## 9. Complaints or Comments

The majority of customers are delighted with the service that we provide and will write in to compliment us! Sometimes we also get comments and suggestions on how to improve the service provision. Occasionally we receive a complaint, but whatever you want to say, we are keen to hear from you, as it will only benefit the provision the BCW Sports Services can offer.

Please feel free to leave any comments with the staff facilitating the course or session or If you prefer, please contact us –

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There is also a comments form on our website which can be registered online.

## 10. Statement of Confidentiality

BCW Sports Services Limited is committed to providing a confidential service to all its users. Any confidential information acquired through official duties will not be disclosed to an unauthorised person unless they have received official permission. Information will indirectly be given out in the form of statistical reports only.

BCW Sports Services understands confidentiality to mean that:

All services are completely confidential unless –

- Someone's life is assessed to be at immediate risk, including the user
- A child is assessed to be at risk of significant harm
- The user gives their permission in writing

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