**Booking Terms and Conditions**

**What We Offer**

Future Ball Stars offer various programmes which include, but are not limited to:

* Netball and/or Basketball Camps
* Masterclasses, Specialist Clinics or Skills Academies
* Afterschool Netball and/or Basketball Skills Sessions

**Bookings**

Bookings are subject to availability and are accepted on a first come, first served basis. A booking can be made online or by personal contact and you should understand that by booking any of our courses, you agree to be bound by our terms and conditions. Any booking received without full payment will not be confirmed until payment is received in full.

To place an order with Future Ball Stars you must:

* Be legally capable of entering a binding contract;
* Be at least 18 years old;
* Be the parent or legal guardian of the child(ren) you are booking onto the course(s);
* Confirm all participants are reasonably fit and healthy, capable of participation on the course and that you have fully disclosed details of any relevant information on the booking form.

**Payment**

You can pay by bank transfer; Future Ball Stars – Sort Code: 09-01-29, Account: 34238509 or by cheque made payable to Future Ball Stars. If the bank returns payment, then any bank charges incurred by Future Ball Stars, as a result of return, must be paid in full by you, in addition to the original booking fee.

Please note: Future Ball Stars does not accept any liability for bank charges you may incur.

**Changes to your booking**

You can ask Future Ball Stars to make changes to your booking, provided you request them via email to futureballstars@outlook.com. Every attempt will be made to accommodate your request, but we cannot guarantee we can make them. Where the changes affect the price, we shall request the balance from you to confirm the revised booking.

If Future Ball Stars make changes to your booking and they are not suitable for you, you will be offered another place on a similar course, or a full refund. Should we need to cancel a course we will do so with as much notice as possible and you will be offered a full refund or a place on a similar course at a later date.

In the event of unsuitable weather or other circumstances beyond our control, and we are unable to hold a course we will provide a credit note within seven (7) business days which can be used to book onto another Future Ball Stars course and used within six (6) months of issue.

**Cancellation and Refund Policy**

1. When you book a course with us you have a 7-day cooling off period in which you can cancel the contract. If the course has not begun during the cooling off period we will refund the price of the course in full. If the course has already begun and your child has attended any or part of it during the cooling off period, you will not be entitled to a refund for cancellation.
2. When you cancel a course booked with us after the cooling off period has expired:

* If this is done any time after the booking confirmation is sent and before one calendar month before the start of the course we will refund you the full price of the course minus an administration fee of £5.
* If this is done one calendar month before the start of the course and one week before the start, we will refund 50% of the price.
* If this was done at any time less than one week before the first day and there is no valid medical reason as evidenced by a doctor’s note, you will not be entitled to a refund.

1. If you cancel individual days that were booked as part of a course long booking we will re-calculate the price of the remaining days based on the daily rate.
2. We will process any refund due to you as soon as possible and in any event, within 30 days of your notice of cancellation. We will usually refund any money received from you using the same method originally used by you to pay for the booking.

**Attendance at a course**

We reserve the right to remove a Participant from the course should we deem it necessary to do so. This includes where a participant does not comply with the safety rules and advice, does not act responsibly, acts in a way deemed to be inappropriate, and fails to respect or affects the enjoyment of the course for other Participants. Participants should be dressed appropriately for the activities of the course and we reserve the right to refuse admittance to any participant we consider not so dressed.

Participants cannot attend if they are sick (including vomiting, diarrhoea, conjunctivitis or head lice) or have been suffering from those symptoms within the last 48 hours. Future Ball Stars is not responsible of injury occurring as a result of a pre-existing medical condition. Medicines will only be administered if written consent is given by the parent/legal guardian.

**Health and Safety**

The parent/guardian must state on the booking form if there are any medical conditions, allergies or relevant background information that Future Ball Stars coaches need to be aware of. Any medication that may need to be given can only be done on written consent from the parent or guardian.

The parent/guardian gives consent for Future Ball Stars to administer emergency first aid and seek professional help where necessary.

Future Ball Stars are not qualified to administer EpiPens, however they are permitted to do so on receipt of written permission from the parent/guardian. The parent/guardian must state they give permission and that they fully understand the coach may not be fully qualified to administer the EpiPen and that they (the parent/guardian) accept full responsibility.

Future Ball Stars coaches have a duty to act if they suspect a child in their care maybe suffering from abuse, or if a child makes a disclosure about abuse. In such an event, the coach will follow the Safeguarding Policy as detailed in our Child Protection Policy.

**Lost Property**

Please ensure children do not bring valuable equipment to the venue as the coaches cannot be held responsible for any items that are lost/stolen or damaged. Any items/clothing that has been left behind will be kept for 3 weeks at Future Ball Stars registered office. If it has been unclaimed after this period it will be donated to charity.

**Liability**

Future Ball Stars does not accept liability for loss or damage to property, sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its employees. Where incorrect or misleading information is provided on the booking form, Future Ball Stars are under no liability whatsoever in respect of personal injuries or otherwise.

In relation to business users, Future Ball Stars will not be liable for:

* Loss of Profits, sales, business, or revenue;
* Business interruption;
* Loss of anticipated savings;
* Loss of business opportunity, goodwill or reputation; or
* Any indirect or consequential loss or damage.

Future Ball Stars will not be liable for any los or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any content on it, or on any website linked to it.

Future Ball Stars assume no responsibility for the content of the websites linked on our sites. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

Future Ball Stars does not guarantee that it’s site will be secure or free from bugs or viruses. You are responsible for your own virus software protection.

You must not misuse our site by knowingly introducing viruses, Trojans, worms, logic bombs or other material, which is malicious or technologically harmful.

**Insurance**

All Future Ball Stars hold personal liability insurance which covers all children under their care. Future Ball Stars also holds public liability insurance.

**Complaints**

Future Ball Stars is committed to providing quality coaching, but in the unlikely event you are dissatisfied with our service, in the first instance the complaint should be made to the lead coach. If this has not been dealt with to your satisfaction, please contact our complaints officer in writing at 46 South Hill, Godalming, Surrey GU7 1JT.