

Fiesta Sports Coaching Ltd

Terms and Conditions

EXTRA CURRICULUM CLUBS, KIDS+ (WRAP AROUND CARE) & CAMP BOOKING TERMS AND CONDITIONS

We provide childcare for children aged between 4-11 years old.

- Wraparound books are ad-hoc and our flexible booking system gives a range of booking options, for example book for 1 day, 1 week, a term or an academic year
- Our club bookings are block bookings.
- Our camps are ad-hoc bookings

Booking procedure:

Our main website: www.fiestasportscoaching.co.uk

Our booking portal: Parents must create an account on magic booking <https://fiestasportscoaching.magicbooking.co.uk> and complete the necessary account set up process, i.e. parent details, child details, medical, privacy notice and photo permission consent, before booking their child.

For support with your MagicBooking account, please refer to our Help Guide section at:

<https://fiestasportscoaching.magicbooking.co.uk/Help>

If you require further assistance, please email us at info@fiestasportscoaching.co.uk with a detailed description of the issue. To help us assist you more efficiently, kindly include the following information in your message:

- The name and email address associated with your account
- The location of your booking
- Child's name

Thank you for your cooperation.

I hereby acknowledge that Fiesta Sports Coaching Ltd cannot be held responsible for any loss of, or damage to property, or injury sustained. I can confirm that my child is to the best of my knowledge medically fit to take part in moderate to high level physical activity and that I have fully disclosed any medical conditions/ disabilities/ allergies that my child has before starting the course. I authorise Fiesta Sports Coaching Ltd staff (who are first aid trained, qualified, insured and DBS checked) to administer first aid and to arrange transport to hospital should a medical emergency occur.

Payment (*Kindly note that all prices are subject to change and may vary for each venue. The rates presented during the booking process represent the most current):

The current wraparound prices are

Morning slots:

7:30am - 8:50am (Including Breakfast – Must arrive before 7:50am) £6.15

8am - 8:50am £4.50

Afternoon slots:

End of School Day – 4:45pm £7

End of School Day – 5pm £8.50

End of School Day – 5:30pm £10.50

End of School Day – 6pm £12.50

The current prices at camps and clubs are

Camps: Extended slots: £24.20 from 8am-4:30pm and Standard slot: £16.50 from 9am to 3pm

Club slots: End of School Day – 4:30pm £5.50

Payments are payable at the time of booking by card, (instalment plans can be set up during the payment process), Tax-Free Childcare, or childcare vouchers can also be used as payment.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (in line with our cancellation policy).

We do not charge for bank holidays and professional training days.

Please ensure that payments are paid promptly. Non-payment for more than one month may result in your place being terminated or **additional late payment charges**.

Pupil Premium Booking Process

1. Overview of Pupil Premium

- **What is Pupil Premium?**

Pupil Premium is a funding allocation provided by schools to support eligible children.

- **Who manages it?**

Schools are responsible for confirming eligibility, allocating funds, and managing bookings.

2. Booking Process

- **For Parents/Guardians:**

- **Eligibility and Bookings:**

- Parents must contact their child's school directly to confirm eligibility and arrange bookings.
- Schools will manage bookings via their dedicated school account on the Magic Booking Portal and it is the school's responsibility to provide booking confirmation to parents.

- **Restrictions on Parent Accounts:**

- Parents are not permitted to book 'Pupil Premium' spaces through personal accounts.
- Any parent-initiated bookings selecting "Pupil Premium" will be cancelled, requiring rebooking through the school.
- If eligibility is not verified by the school, sessions must be paid in full by parents.

- **For Schools:**

- **Account Management:**

- Schools must use their account on the Magic Booking Portal for all Pupil Premium bookings.

- This includes adding, amending, or cancelling bookings
- Once the school submits a booking, a confirmation email and invoice will be automatically generated. The child will then be booked, and the school can pay via their usual method.

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○ **Guides and Support:**

- Schools should refer to provided guides for setting up accounts and managing bookings efficiently.
- Parents/Guardians should communicate directly with their child's school about pupil premium bookings.

3. Responsibilities

- **Schools:**
 - Notify parents of their child's eligibility for Pupil Premium.
 - Manage bookings through the dedicated school account and make payment through their usual method.
- **Parents:**
 - Work directly with schools to confirm eligibility and book sessions.
 - Refrain from using personal accounts for Pupil Premium bookings.

4. Rationale for Changes

This updated process aims to:

- Ensure efficient and transparent use of Pupil Premium funds.
- Grant schools' full control over bookings and funding allocations.
- Reduce delays and payment complications.
- Avoid issues where parents are unable to book due to overdue accounts or unpaid Pupil Premium funds.
- Ensure a **seamless and efficient experience** for everyone involved.

5. Contact Information

For any questions or assistance:

- **Parents:** Contact your child's school directly.
- **Schools:** Reach out to Fiesta Sports Coaching for support with the Magic Booking Portal setup or booking management.

Booking amendments, adding days or cancellation requests:

We have a feature that give you greater flexibility and control over your bookings. You can manage your bookings directly through your online account, allowing you to add, amend, or cancel them with ease.

Key Information:

- **Live Register Updates:** When you add, adapt or cancel a session, our registers are updated automatically and immediately. This ensures our staff have the most accurate and up-to-date information. However, we still advise that you inform the school directly and email info@fiestasportscoaching.co.uk if you are cancelling on the day.
- **Credit Notes:** If you're eligible for a credit note and have an outstanding balance, the credit will automatically adjust the amount due.

- **Payment Plans:** For bookings on a card payment plan, your monthly instalment will be updated to reflect any changes.
- **Invoices & Credit Notes:** You can view or download invoices and credit notes for any booking by selecting '**Invoice(s) / Credit Note(s)**' in your account.

To make this process even simpler, we've prepared a **video guide** to walk you through it: [Watch the guide here](#). Additionally, we can email you a detailed written guide to help you add, amend, or cancel a booking.

Notice Period for Cancellation:

Wraparound only:

- For Wraparound bookings a **minimum of 5 full days' notice** is required **before the start time** of a booked session to be eligible for a **credit note**.
- This notice period is calculated automatically by our booking system.

Example:

- If you have a session booked for **Tuesday 11th at 3:15pm**, the latest time you can cancel and still receive a credit note is **by 3:15pm on Thursday 6th**.

For Wraparound cancellations made **with less than 5 full days' notice** will **not** be eligible for a credit note, regardless of reason.

Camp Bookings

- For **Camp sessions**, a **minimum of 48 hours' notice** is required **before the start time** of a booked session to be eligible for a **credit note**.
- For Camps cancellations made with less than 48 hours' notice will not be eligible for a credit note, regardless of reason.

Block bookings (Recurring Booking Contracts)

- For block bookings (Recurring Booking Contracts), for examples 'before & after school clubs' cancelled sessions are also **not eligible for refunds or credit notes**.

If you need assistance navigating the website or have any questions, please email info@fiestasportscoaching.co.uk. We're here to ensure your experience is smooth and stress-free.

Thank you for choosing us, and we look forward to assisting you further.

Credit notes and refunds:

Credit Notes:

We will offer a credit note for wraparound if you give a **minimum of 5 full days' notice and camps a minimum of 48 hours' notice** for needing to cancel your booking. Additionally, we may provide a credit note for strike days/additional bank holidays. This credit note will be issued against your magic booking account.

Circumstances where we will NOT refund

We are unable to offer a refund for every instance where a participant misses a session due to illness, holiday, other family commitments or doctor's appointments. We are a service-based company and have to cover costs such as hire of venues and payment of coaches. Nor can we offer a refund because a participant decides that they don't wish to attend anymore.

We are unable to offer a refund for an event that is no fault of either party (Service Provider or the customer). Examples of this are measures enforced by the government preventing us from delivering the session planned, natural disasters (e.g floods, earthquakes etc.) AND Damage to the venue we planned to use for the session (e.g. caused by a fire, vandalism etc.). We will try and reschedule the session planned however, due to future sessions already being in place and staff's time being occupied by this, we may be unable to reschedule the session and it will be cancelled indefinitely.

Circumstances where we MAY offer a refund

We may offer a refund in extreme circumstances if the child cannot take part because the family is moving far away or to another country. Additionally, if there was a safeguarding issue where it was no longer safe for the child to take part, then we could offer a refund for the sessions missed. We also reserve the right to decline this offer if we feel the system is being abused/ taken advantage of.

Circumstances where we WILL offer a refund

If for any reason we as a company are unable to fulfil the allotted sessions (e.g., if the coach was ill and we were unable to find a suitable replacement), then we would initially attempt to run the session at an alternate date OR extend time of remaining sessions OR offer a refund for the sessions missed. This would also include instances where the venue became unusable due to an event like flooding where the sports facility was out of action for several weeks.

Arrivals, Departures and Attendance

Fiesta recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

Fiesta will ensure that an accurate record is kept of all children at our sessions, and that any arrivals or departures are recorded accurately on the register. Our register are always kept in an accessible location for our staff. In addition, we conduct regular headcounts during the session.

In the event that a child does not attend as expected we will contact parents/carers in a timely manner, normally within an hour of their expected arrival. If we are unable to contact you, we will contact the emergency contacts detailed on the booking account. If this is unsuccessful, we will also contact the school.

If we are still unable to contact anyone, we will implement our safeguarding procedures. These may include contacting the local police and ask them to undertake a welfare check at the registered address and contacting children's services to report out concerns.

In line with Ofsted, we will regularly monitor children's attendance patterns and trends.

Where we have repeated absences without notification, staff will use their professional judgement when deciding if their absence should be considered as prolonged.

Consideration must be given to the child's vulnerability, parent's and/or carer's vulnerability

and their home life. If we have concerns, we will make a referral to local children's social care and may also ask the police to undertake a welfare check.

Fiesta makes clear to all staff, parents, and partner organisations our expectations for reporting child absences and the actions we will take if a child is absent without notification or for a prolonged period of time.

We expect parents/carers to contact us promptly and let us know if the child is not attending. A reason for the child absence will be requested.

This policy is to be read in conjunction with our **Safeguarding policy**.

Absences:

- If a child is going to be absent from a session, parents/guardians must notify us in advance. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us.
- **To inform us of the absences:**
 - Quickest option: cancelling your session directly from your parent magic booking account. This can be done up to the time of the start time of the delivery of the sessions. Credit notes for these cancelled sessions will be in line with our terms and conditions.
 - Option 2: Leave a text to the direct provision phone for the location your child is booked at.
 - Option 3: Email info@fiestasportscoaching.co.uk
- If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.
- If a child is absent without explanation, staff will contact the parents/guardians and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents/guardians and the school, Fiesta manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Arrivals and departures

Parent/Guardian drop offs and Fiesta collection from school:

Our staff will greet each child warmly on their arrival and collect for our services and will record the child's attendance in the daily register straightaway.

PM Wraparound & Clubs: Our staff collect children from School and escort them to the provision. If a child is booked into a Fiesta session but is not at the collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy.

AM Wraparound, Clubs & Camps: Parents are responsible for physically dropping their child off at the designated drop off point and to the staff member registering the children in (i.e., the parent must be present and is required to bring their child to the gate and not be in the

car). We must check your child is registered and booked for the session before the parent is to leave.

When registering and making any new booking for any of our services it is the parent's responsibility to ensure that a participant is collected at the correct times.

Wraparound and club Protected time:

At all of our venues our protected time is from the end of the school day to 4.30pm and no collection of children is available during this time. We apologise for any inconvenience.

Parent/Guardian end of session collection:

We expect that your child will normally be collected by the people you have named on your booking account. We ask the child to identify the adult who is collecting to match who is on your collection list. If you need a different person to collect your child on a particular day, you must notify us in advance. **This best approach can be by informing one of our team on site, leaving a text to the dedicated provision phones. Or emailing info@fiestasportscoaching.co.uk**

If we have not been informed of a different person collecting, we will contact the main parent or carer of the account for confirmation. We will not release your child into the care of a person unknown to us without your authorisation.

When registering and making any new booking for any of our wrap-around care, clubs/ camps or courses, it is the parent's responsibility to ensure that a participant is collected at the correct time.

Children only in year 6 will only be allowed to leave a Fiesta session if the parent has consented to this option via their magic booking account. It is the parents' responsibility to update their child's account appropriately to ensure Fiesta have the appropriate consent.

Late collections for wrap around, clubs and camps:

If a parent or carer will be late collecting their child they must notify Fiesta through the appropriate channels, such as contacting our delivery team at the appropriate venue.

Fiesta Direct Contact Information for Drop-Off and Collection:

- Rothwell Schools: **07742 517033**
- Loatlands: **07778 407546**
- Billesdon: **07554446184**

Please Note: If our team doesn't answer immediately, they may be attending to urgent duties, such as first aid or assisting a child. We appreciate your understanding as their priority is to ensure the safety and well-being of all children.

Our direct venue provision phone operations between: 7:30-8:30am & 3:15pm-6pm

If Fiesta is not informed and late collections occur repeatedly, our **Late Collection Procedures** and **Uncollected Children Policy** will be applied.

Late collection procedures:

1st Late Collection: Your collection time was at **4:45pm**, and you are delayed. Please call the provision number to inform a member of staff. Staff will record a first late and remind parents to call if they know they are going to be delayed.

2nd Late Collection: Your collection time was at **4:45pm**, and you are delayed. Please call the provision number to inform a member of staff. However, you will be charged a late payment fee; for every 5 minutes £2.50 or £10 per every 15 minutes.

If a parent is more than 15 minutes late the staff will try to contact the parent using the contact details on the child's record. If there is no response a message will be left asking for parents to make, contact with Fiesta. The emergency contacts will then be used if no contact has been made. When the parent arrives, they will be reminded to contact the club as soon as possible when they know they are delayed, and they will be informed penalty charges will be applied to their magic booking account and handed a late slip

If you collect after 6pm you may also be asked to contribute towards any extra staff wages and transport costs incurred.

If your child remains uncollected after **6.30pm [30 minutes after the provision closes]** and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts we will contact the Social Care team.

Late collections for clubs and camps

EXAMPLES:

1st Late Collection: Your collection time was at **4:30pm**, and you are delayed. Please call the provision number to inform a member of staff.

2nd Late Collection: Your collection time was at **4:30pm**, and you are delayed. Please call the provision number to inform a member of staff. However, you will be charged a late payment fee; for every 5 minutes £2.50 or £10 per every 15 minutes.

If you collect after 5pm you may also be asked to contribute towards any extra staff wages and transport costs incurred and if you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts we will contact the Social Care team.

Repeated late collection from our service without any explanation may result in your child being removed from the bookings you have made.

Lost Property:

- It would be much appreciated if you could label your child's belongings to help minimise items getting lost. If you believe your child may have left something at our provision, please ask our team on site.

Complaints:

- Please view the relevant section in the Customer handbook for our complaint's procedure. This can be found on the activity details.

Further agreement:

Places are offered on a first-come first-served basis. Once the maximum number of participants at our services has been reached, we will then operate a waiting list on a first come, first served basis in case any additional places become available (e.g. due to dropouts or because we are able to expand the capacity), with the following order of priority:

1. Siblings of children already attending
2. Those requiring the greatest number of sessions/hours per week

Fiesta Sports Coaching Ltd takes your privacy very seriously.

Our privacy and GDPR policy can be seen on the Guides/ Policies section of the website <https://www.fiestasportscoaching.co.uk/policies/> and sets out how we use and look after the personal information we collect from you. We are the data controller, responsible for the processing of any personal data you give us. We take reasonable care to keep your information secure and to prevent any unauthorised access to or use of it. Our online booking system generates a password protected register which will need to be shared a) with the office staff at the school hosting any after school club and b) with the staff in charge of the session. We will not share your personal data with any other third parties (unless you have given us specific permission to do so).

Fiesta Sports Coaching must ensure that when personal data is no longer needed for specified purposes, it is deleted or anonymised. We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at the start of each academic year (1st August). We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

Communications to parents may be sent periodically by email/ text/ Magicbooking account/ booking descriptions/ parent handbooks/ Newsletters/ our social media pages/ venue gates. These will be relevant and informative, and you have the freedom to unsubscribe at any point. These communications will involve Fiesta Sports Coaching Ltd Activities.

Fiesta Sports Coaching Ltd reserves the right to exclude a child from our services if there is persistent bad behaviour or there is an immediate safeguarding risk to either other children or staff on site with no refund. Our staff are experienced and trained in behaviour management, but we expect high levels of behaviour and teamwork from our participants.

Fiesta Sports Coaching Ltd has clear safeguarding, anti-bullying and anti-racism policies and we take these issues very seriously. All participants, parents and staff at our courses have the right to enjoy taking part without fear or intolerance because of their ethnicity, religion, sexuality, size, shape, gender or economic background. We reserve the right to remove a participant from one of our courses if there has been a breach of our high expectations (e.g. related to racism, bullying or homophobia) with no refund. Any queries should be directed to info@fiestasportscoaching.co.uk Safeguarding concerns should be directed to the Directors at Fiesta Sports Coaching in the first instance.

Alternatively, please refer all cases of suspected abuse or neglect to the Multi Agency Safeguarding Hub (MASH), Police (cases where a crime may have been committed) and to the Channel programme where there is a radicalisation concern. Safeguarding Referrals must be made in one of the following ways:

- By telephone contact to the Multi-Agency Safeguarding Hub (MASH): 0300 126 1000 (Option 1)
- By e-mail to: MASH@northamptonshire.gcsx.gov.uk
- By using the online referral form found at:
<http://www.northamptonshirescb.org.uk/more/borough-and-district-councils/how-to-make-an-online-referral/>

In an emergency outside office hours, contact children's social care out of hours team on 01604 626938 or the Police. If a child is in immediate danger at any time, left alone or missing, you should contact the police directly and/or an ambulance using 999.

Participants should not be allowed to chew gum during sessions due to the danger of choking. For the safety and wellbeing of participants the wearing of earrings, ear studs or other jewellery (metal or plastics) should not be permitted during our services. We will ask children to remove these items (strictly not to be removed by staff, but by the participants themselves) in order for the children to participate.

For our bookings, it is vital that parents follow our recommendations for clothing, footwear and food. We always recommend that participants have warm weather clothing such as a coat/ waterproof, hat and gloves. All participants should also have a refillable drinks bottle. On holiday camps, parents should ensure that their child brings a packed lunch and wears a hat/ sunscreen if the weather is expected to be hot. Fiesta Sports Coaching staff will not administer sunscreen for safeguarding reasons. This will have to be administered by the parent or the child themselves. Fiesta Sports Coaching Ltd reserves the right to refuse access to our services if a child does not have adequate kit to ensure they can take part in the activity safely.

Fiesta Sports Coaching Ltd. cannot be held accountable for any illness that is possibly obtained from one of our services. Whether this be from another child or a staff member. You (the customer), when booking a participant onto a service accept the risks of the situation mentioned above. You (the customer) are responsible for following government guidelines and by booking a participant onto our services are confirming that the participant is fit and healthy up to government standard to participate onto our services. Our staff members will be held to and conform to these standards also.

By rebooking a participant on to one of our services we understand that you have read through all the terms and conditions, booking description, parents handbook and agree to abide by everything described in these terms and conditions, booking description and parent handbook.

We reserve the right to amend these terms and conditions, parent handbook, booking description at any time and you should therefore check them each time you make a booking.