



Terms and Conditions

Please read these Terms and Conditions carefully

These Terms and Conditions apply when booking any activity for your children through the website, child's school including Extra Curricular clubs and holiday clubs. We are unable to accept bookings through our coaches. No other terms apply.

By booking an activity with Jack Attack Sports, you confirm full acceptance of these terms and condition and acknowledge that you have not relied on any other terms other than those contain within. Acceptance of the Terms and Conditions constitutes a legal agreement between you and Jack Attack Sport's.

Contact Details

Jack Attack Sport's: Company Number 16967422.

Email: jackattacksports@outlook.com

Telephone: 07528238312

VAT Number:

Regarding your account

To be able to register your child for our activities you must be at least 18 years old and able to legally enter into contracts.

By conforming your account details are complete, accurate and up to day you agree to these terms. If at any time these details are to change you are to inform Jack Attack Sports. You or Jack attack Sport's can terminate this agreement at any time; this will not affect any existing bookings. We may suspend our services at any time with/without cause and will refund you for any unused session.

Passwords

You are responsible for keeping your account name and password confidential and secure, and all bookings and transactions made using this account. You must inform us if you believe there has been unauthorized use on your account or if you believe your password has been compromised. We do not have access to your log in details and for security reasons we may only be able to reset your password.

Processing a booking

We do not allow children to turn up to our clubs unless a booking has been made or prior arrangement has been agreed.

When booking the child on to a club the medical consent form and all personal details must be completed. We are unable to confirm bookings and the child may not be able to attend the club unless all information is provided. We will send a confirmation of booking email to the details on the registration form to confirm the child's place.

Payments

To be able to purchase the sessions Jack Attack Sports accepts debit cards Only. If you wish to use childcare vouchers please email jackattacksports@outlook.com for further assistance. Please note cash is not accepted.



Payment must be made in full when booking. We ask that you include the child's surname as a reference. If for any reason payment is to fail and funds have not been cleared in our bank account; we will look to contact you, advise and seek for outstanding balance. If this happens on more than 3 successive occasions, we may ask you not to sign your child up for sessions in future.

Please note we are unable to cancel any sessions that has been booked, although this may be done in extreme circumstance. If you do require this, please contact Jacksttacksport@outlook.com.

Booking Services Fee

When booking your child onto our session their will be a booking fee, this is associated with

1. Processing and being able to manage booking transactions including bank charges
2. Proving a service where parents/guardians are able to book
3. Maintaining and improving an easily system

How the fee work?

Every transaction made via the website will incur a £1.50 booking fee, which is inclusive of VAT where applicable.

Multiple bookings can be purchased in a single transaction

All customers will equally have the booking fee applied and will reflect the cost of providing and maintaining our booking system.

The booking fee will be charges at the point of checkout and will be notified clearly before sessions are paid for.

If an amendment is required, please contact jackattacksport@outlook.com who will be able to assist you.

Payment including the booking fee for the sessions does not automatically guarantee sessions acceptance

There will be no additional booking fees if you amend your booking

The booking fee is non-refundable, except when required by law.

Changes to the booking fee

Jack Attack Sport's can review and amend the booking fee from time to time. Any changes will be communicated and updated within these Terms and Conditions

Making changes to your booking

In extreme circumstances customers can make changes to their booking for holiday clubs we are unable to change bookings for school clubs unless clubs have been cancelled due to unforeseen circumstances a catch-up session will be put in place due to schools agreement you will receive a notification via email should this be the case.

All emailed holiday club booking changes must be accepted 24 hours prior to the session starting. We will be unable to process any amendments after this time.

All customers have the right to cancel all or part of their booking by exercising your right of cancellation under the Consumer Contracts Regulations 2013.

Adding sessions or times to a current booking

We are unable to add sessions or times 24 hours prior to a session starting.

In exceptional circumstances we may be able to add a session on; however, this will incur an additional £5 booking fee.

If we are unable to offer this will send a message to contacts held on file



If, when you contact Jack Attack Sport's via email to amend your booking; if new sessions are added on to your booking this will not incur an additional booking fee.

What does changing a booking mean?

By changing a booking means you are moving a session/s from one date to another or reducing or adding time on to holiday club session, this can only be done at the management's discretion.

Changes to session can only be made for the same type i.e. holiday club to holiday club.

If you have sessions have been changed this will be for the same value in some circumstances there may be a difference we would ask you to pay the difference, we are unable to refund you or provide a credit note.

Customers cancelling a booking

Within 14-day cancellation period

Cancellations of booking and refunds are only permitted under the cancellation provisions of the Consumer Rights Regulations. If you change your mind and cancel your contact with us; you have a period of 14 days to do so.

To cancel your booking during this period; you must contact us via email who will look into your inquiry. If your child has attended any sessions during this time, we will not be able to process a refund for these.

If you have booked any sessions that are due to start within 14 days of the booking being accepted, you:

- Request for us to provide the session or sessions during the cancellation period
- You know that any rights to cancel will be lost should a session be attended
- You know that you must pay for any sessions attended up until the cancellation.

Outside the 14-day cancellation period

Jack Attack Sport's will not be able to offer any refunds out the 14-day cancellation period, except when required by law. If any cancellations are made we will not be able to return any monetary value or credit notes.

If cancellation is not possible, we may be able to amend your booking as stated above.

Credit notes

At Jack Attack Sport's we are unable to provide credit notes.

Programme Changes

There may be changes to sessions for holiday or school club that are out of Jack Attack Sport's control, and we may be forced to close such as bad weather, power cuts, boiler breakdowns, disease outbreaks, teacher and other industrial strikes that has been imposed by the Local Authority or Environmental Health. We will look to offer alternative date or at a different location or different dates where suitable. If these are unsuitable, we will look to provide you a refund.

Health & Safety

Please see our Healthy and safety policy for more information

Food and drink

Jack Attack Sport's has a strict NO NUT policy, which must be adhered to by parents/guardians and staff during all clubs. This is for the protection of other attendees (children or staff) who may have nut allergies. Please see our Food and Drink policy for more information



Medical Information

Please see our Accident and Injury Policy for more information.

Safeguarding

Please see our Safeguarding Policy for more information.

Inclusion and exclusion

Admissions

We provide care for children between the age of 4 and 12 years old. We are unable to provide care for children outside these ages.

Inclusion

We will make sure that all activities provided at the sessions are within the age range regardless of the gender, ethnicity, beliefs, religion and language of spoken tongue.

On occasions, children may require additional needs that is outside our expertise or the resources we have available. If this is the case, we may look to be assisted with local agencies to obtain further assistance or funding to be able to support the child. These additional supports may take time; we ask that parent/guardians submit the request at least 20 working days to be able to get the assistance needed. If we are unable to arrange the appropriate support or adaptations, we may not be able to accept your child onto our sessions.

Exclusion

At Jack Attack Sport's will make sure that all staff and children whilst attending our sessions are treated with respect and feel safe.

We have a list of rules for staff and children in which we would require that they follow whilst attending our sessions.

We will make sure that all staff attending our sessions have effective behaviour management training and we are supported by schools, parent/guardians and children to ensure consistent and positive strategies. We encourage positive behaviour and providing clear guidance for managing inadequate behaviour.

At Jack Attack Sport's we have a duty of care and responsibility to make sure that no child is compromised, if we believe that any behaviour or conduct come in line with our rules, we will implement a warning. If after the multiply positive behaviour management strategies has not been effective have the right to ask parent/guardians to remove their child from the session.

Signing in and out of Club

Please see our Sign in/out Policy for more information.

Late collection

Please see our Sign in/out Policy for more information.

Filming/Photography

When signing your child up to one of our clubs there will be a consent form to be completed where you are able to opt in/out. We will only take photo/videos for promotional use. We will not publish any contents unless we have received consent.

Personal belongings and devices

Please see our Person belongings and Mobile Phone Policies for more information.



Compliments & complaints

Periodically we will ask parent/guardians to fill out a feedback form however we are welcome to hear from parent/guardian as and when this may be required as well as hearing from you directly at our sessions. We encourage feedback to be left on Trustpilot. Whilst we work in partnership with schools, parent/guardians and the children to deliver high quality service to all; if for any reason we are unable to fulfil you expectation we would ask that you inform us to help us improve our services.

In the unlikely event you wish to make a complaint, please follow our complaints procedure, although we ask that you contact us or speak to the member of staff at club first.

Policies & procedures

For more information on our policies and procedures, please send a request to jackattacksports@outlook.com.

Insurance

Jack Attack Sport's has Public and Employee Liability insurance cover; the policy is available and will be on display at our Holiday Clubs.

Legal Information

Our website may contain Third Party information which we do not accept liability for. Our Privacy Policy is available if and when required. We own the content on the website and should only be used to book onto our sessions.

If a term within these Terms and Conditions is not enforced, the remaining terms remain valid. These Terms and Conditions are governed by English Law and subject to the exclusive jurisdiction of the Courts of England.