Parent Terms and Conditions

Parent-funded school clubs and breakfast clubs

UNMATCHED COACHING LTD. Version 1.0

Document owner: Unmatched Coaching Ltd

1. Who we are and what these terms cover

These terms apply to parent-funded, school-based sports clubs and breakfast activities delivered by Unmatched Coaching Ltd (company number 13366344) in England. We trade as Unmatched Coaching. Contact: contact@unmatchedcoaching.com. Sessions, venues, dates, prices and age groups are shown at booking. Holiday camps or other separately operated services may have different terms and are not covered unless expressly stated.

By booking, a parent or guardian confirms that they have read these terms and will provide accurate information about the child. Nothing here limits statutory consumer rights or a child's safeguarding protections.

2. Eligibility, bookings and places

School clubs are normally for pupils attending the host school, within the published age range. Places are subject to capacity, suitability and the activity's assessed safety requirements. We normally allocate available spaces in booking order and maintain a waiting list if full. We may offer a place to the next eligible family if one becomes available and will make reasonable adjustments under equality law.

A booking is confirmed when accepted through our booking process, including an approved invoice arrangement. Full payment does not always have to be received before the first session: parents must pay by the stated invoice deadline or follow an agreed payment plan. An invoice that has not yet fallen due does not by itself invalidate the child's confirmed place.

Bookings normally cover the stated term, with fees adjusted for an agreed mid-term start. A place may be held for the rest of the academic year subject to continued eligibility and timely payment arrangements; families must make a fresh booking for each new academic year when bookings reopen.

3. Fees, invoices and missed payments

Fees are shown before booking and may vary by school, programme and session. Payments are made through the booking system, or by another method offered by us. Parents are responsible for paying invoices when due and contacting us early if they need an agreed plan.

If payment is overdue, we will normally send a reminder and provide reasonable opportunity to resolve it before cancelling a place. We may suspend future attendance or decline new-term bookings where an undisputed balance remains unpaid, subject to safeguarding and suitable collection arrangements. A child already in our care will never be left unsupervised because of a payment dispute.

4. Attendance and supervision

Parents should tell us when a child is expected to miss a session if reasonably possible. There is no automatic refund for family holidays, ordinary appointments or other voluntary absence. If a child has a substantial injury or medical reason for missing sessions, we will consider a credit or refund, based on the circumstances and future booking opportunities.

Children must be on the register and welcomed into the coach's supervision through the school-specific handover arrangement. Responsibility begins when the child is actually received into our care; a delay in marking the register does not change our duty to safeguard a child. A child without a confirmed booking cannot take part, but staff will seek assistance and keep that child safe until responsibility is properly handed over.

5. Collection, authorised adults and walking home

Unless written independent-departure permission is recorded, a child must be collected directly by a parent, guardian or an adult authorised by that parent or guardian. Parents must inform us before an alternative person collects. We may check unfamiliar collectors with the parent and the school, and will not release the child if authority cannot be established.

Older children may walk home alone only when explicit parental permission is recorded in the booking system and the coach has checked the arrangement. Children who are within the early-years definition of a 'young child' (up to 1 September after their fifth birthday) will not be released to walk home independently. We may refuse independent departure where particular safety concerns arise and will contact the parent.

If collection is late, we will call the named contacts, supervise the child and seek school safeguarding assistance where needed. After a 10-minute grace period, a discretionary late-collection charge of £10 per additional 15-minute period may apply where clearly communicated and reasonable in the circumstances. Emergencies will be considered fairly. Late fees never affect the child's safe supervision.

6. Cancellations by Unmatched Coaching

If we cancel because of coach illness, insufficient safe staffing or another matter within our reasonable control, we will try to arrange suitable cover or an alternative session. Where a paid session is not delivered and cannot reasonably be replaced, we will offer a credit or refund for its value. Parents may request a refund instead of a credit, subject to their statutory rights.

If a school closure, timetable change, adverse weather or other external event prevents a session, we will explain the position and consider suitable alternatives, credits or refunds fairly in light of the contract, costs and services actually provided. We do not apply a blanket rule that no refund can ever be due when the host school cancels.

7. Parent withdrawal, credits and refunds

Parents should email cancellation requests as early as possible. We consider withdrawal individually, including a child's wellbeing, a significant change in circumstances and whether the place can be refilled. Attended sessions remain chargeable; family holidays or ordinary personal appointments do not normally qualify for credit. Medical absence may qualify for future credit or a refund if no future booking is suitable.

When we approve a refund, it will be for the full value of the unused sessions approved for refund, without deducting a processing or administration fee. Refunds are normally made to the original payment method within 5-10 working days from approval. Nothing in these terms removes remedies required by law.

8. Health information, allergies and emergency medication

Parents must disclose relevant health conditions, allergies, disabilities, SEND-related support needs, emergency medication requirements and changes before attendance. They must keep emergency contacts current and supply a second, distinct emergency contact wherever possible; if this is genuinely impossible they should tell us so an alternative can be agreed.

Essential emergency medication (such as an inhaler or adrenaline auto-injector) must be accessible during the session under an agreed individual plan. Parents should not assume school-held medicine will automatically be accessible at club time. If essential medication is unavailable, we will contact the parent and school to find a safe solution; the child may be unable to participate until suitable arrangements exist. Emergency medication may be supported or administered only where appropriate training, plans, permissions and emergency response arrangements exist. We will record medicine administered or self-administered.

Children bring drinking water. We do not routinely provide snacks or food; medical exceptions will be agreed individually.

9. Clothing, jewellery and equipment

Children must wear suitable clothing and safe footwear, tie back long hair where necessary and follow the coach's activity instructions. Jewellery should be removed for sporting activity. Where earrings cannot be removed, they must be securely covered with appropriate protective tape by the parent before the session. Coaches do not supply or apply tape.

Taping does not automatically make jewellery safe. A coach may limit or refuse an activity, including gymnastics, where the jewellery creates a risk or applicable safety guidance or insurance conditions require a different precaution.

Parents and guardians accept full responsibility for injury, damage or loss resulting from their failure to comply with these jewellery safety requirements, except where caused by negligence or another breach of legal duty by Unmatched Coaching. Nothing excludes or limits liability for death or personal injury caused by our negligence.

10. Behaviour, inclusion and safeguarding

We promote respectful behaviour, encourage participation and make reasonable adjustments for disabled children and those with additional needs. We may adapt activities, contact parents or agree additional support when a child is struggling. For serious or repeated unsafe conduct, we may suspend or end attendance following proportionate consideration, including safeguarding and equality duties. Parents are expected to treat staff respectfully; serious abuse or threats may affect future bookings.

All coaches follow safeguarding arrangements at the host school and Unmatched Coaching's Safeguarding Policy. Where a child is unwell, a coach may provide rest and supervision for minor symptoms or contact home for collection where needed. Emergency services will be contacted where appropriate.

11. Photography and information

We will not take or publish identifiable promotional images of children without an appropriate separate opt-in consent and any required school permission. Consent may be withdrawn for future use by contacting us; removal of already printed or externally shared material may not always be practicable. Coaches must not use personal devices to photograph children.

We use booking and health information to deliver sessions safely, contact parents, manage payments and meet legal responsibilities. See our Privacy Notice for details, rights and lawful data-sharing arrangements.

12. Complaints, changes and legal rights

Questions and complaints can be emailed to contact@unmatchedcoaching.com or submitted through our website enquiry form. We aim to acknowledge within two working days and give a substantive response within five working days, or within ten working days where more investigation is needed. Safeguarding matters are referred through appropriate safeguarding channels without delay.

We may update these terms for future bookings and will explain material changes affecting an existing booking, seeking agreement where required. English law applies. If any clause cannot lawfully be enforced, the rest continues where practicable. Nothing in these terms affects non-excludable legal rights.