

Play Sports Juniors Netball Academy

Parent Terms & Conditions

Policy Owner: Play Sports Leagues Ltd / Play Sports Juniors

Applies To: All parents and carers registering a child with the Play Sports Juniors Netball Academy

Effective From: 1st September 2026

Review Date: 1st August 2027

Version: 1.0

1. Introduction

These Parent Terms & Conditions set out the arrangements for registering and participating in the Play Sports Juniors Netball Academy.

By registering a child for the Academy, parents and carers agree to these Terms & Conditions and to support the Academy's policies and procedures.

The safety, wellbeing and enjoyment of all children attending the Academy are the priority.

2. Registration

A child may only attend Academy sessions once their registration has been completed and their place has been confirmed by Play Sports Juniors.

Parents and carers are responsible for providing accurate and up-to-date information during registration.

This includes:

- Child's full name and date of birth.
- Parent/carer contact details.
- Emergency contact information.
- Medical information.
- Allergies.
- Relevant additional needs.
- Emergency medication requirements.
- Any other information that may be relevant to the child's safety or participation.

Parents must inform Play Sports Juniors of any changes to this information as soon as reasonably possible.

3. Academy Fees and Payment

The Academy operates on either a pay-as-you-go basis or through a monthly membership.

Pay-as-you-go sessions are charged at the current rate confirmed by Play Sports Juniors at the time of booking and must be paid before or at the time of booking.

Monthly memberships are charged monthly at the rate confirmed during registration. Memberships provide access to the Academy sessions included within the relevant membership arrangement.

Parents and carers are responsible for ensuring that all payments are made on time.

The total termly payment will be based on the number of scheduled sessions in that term.

A child's place is not guaranteed until the required payment has been received and the booking has been confirmed.

Parents are responsible for ensuring that payments are made by the required deadline.

Where payment has not been received, Play Sports Juniors may withdraw the child's place from the Academy.

4. Refunds and Cancellations

Once a place has been booked and payment has been made for the term, fees are **non-refundable**, except where a refund is required by law or where Play Sports Juniors agrees otherwise.

This means that refunds will not normally be provided where:

- A child is unable to attend a session.
- A child misses a session.
- A child chooses to stop attending during the term.
- A parent/carer changes their plans.
- A child is absent due to a holiday or other personal commitment.

Where Play Sports Juniors cancels an Academy session and is unable to provide an alternative session, Play Sports Juniors will determine the appropriate remedy, which may include a replacement session, credit or refund where appropriate.

Nothing within these Terms & Conditions removes or limits any statutory rights that parents or carers may have.

5. Attendance

Parents and carers are responsible for ensuring that children arrive at the Academy on time and are collected promptly at the end of their session.

Children should attend regularly where possible.

Parents should notify Play Sports Juniors where their child is unable to attend a session, particularly where the absence is due to illness or another relevant circumstance.

Repeated non-attendance does not normally result in a refund or reduction in term fees.

6. Arrival and Collection

Parents and carers remain responsible for their child until the agreed point at which responsibility transfers to Play Sports Juniors.

At the end of the session, responsibility will transfer back to the parent, carer or authorised collector in accordance with the Academy's **Arrival, Collection & Handover Policy**.

Parents must ensure that:

- Children arrive at the correct venue and session.
- Children are collected promptly.
- Any authorised collectors are communicated to Play Sports Juniors where required.
- Play Sports Juniors is informed of any changes to collection arrangements.

Where a child is not collected on time, the Academy's **Late/Uncollected Child Procedure** will be followed.

7. Behaviour

Children attending the Academy are expected to:

- Listen to coaches.
- Treat coaches and other children with respect.
- Follow reasonable instructions.
- Use equipment appropriately.
- Behave safely.
- Avoid bullying, intimidation or discriminatory behaviour.
- Allow other children to participate and enjoy the sessions.

Parents and carers are also expected to behave respectfully towards coaches, other parents and children.

Serious or repeated unacceptable behaviour may result in a child being removed from a session or, where necessary, having their place at the Academy suspended or ended.

Further information is provided within the Academy's **Behaviour & Anti-Bullying Policy**.

8. Safeguarding

Play Sports Juniors is committed to safeguarding and promoting the welfare of every child attending the Academy.

All coaches are expected to follow the Academy's safeguarding procedures.

Parents and carers should report any safeguarding concern to the Academy as soon as possible.

The Academy's **Safeguarding & Child Protection Policy** sets out the procedures for reporting and responding to safeguarding concerns.

Where necessary, Play Sports Juniors may share information with appropriate safeguarding agencies where this is necessary to protect a child or another person.

9. Health, Medical Conditions and Allergies

Parents and carers must provide accurate information about any medical conditions, allergies, disabilities, additional needs or medication that may affect their child's participation or safety.

This information must be provided during registration and updated whenever circumstances change.

Parents must ensure that any required emergency medication, such as an inhaler or adrenaline auto-injector, is available and in date.

Parents should inform Play Sports Juniors if their child:

- Becomes unwell.
- Develops a new medical condition.
- Develops a new allergy.
- Requires new medication.
- Has any other change that may affect their safe participation.

Play Sports Juniors will follow its **First Aid & Medical Policy** when responding to injuries, illness and medical emergencies.

10. Illness and Participation

Children should not attend the Academy if they are unwell or if their attendance could reasonably place other children, coaches or staff at risk of illness.

Coaches may ask a child to stop participating if they believe the child is unwell, injured or unable to safely take part.

Parents or carers may be contacted where necessary.

11. Injuries and Medical Emergencies

Parents authorise Play Sports Juniors coaches to provide appropriate first aid within their training and competence where required.

In an emergency, Play Sports Juniors may contact the emergency services and arrange appropriate medical treatment where necessary.

Parents or emergency contacts will be contacted as soon as reasonably practicable in accordance with the Academy's procedures.

12. Photography and Video

Photography and video may be used by Play Sports Juniors for appropriate Academy purposes where the required parental consent has been provided.

Parents will be informed about the Academy's photography arrangements and will have the opportunity to provide or decline consent where applicable.

Coaches and other adults must follow the Academy's **Photography, Video & Social Media Policy**.

Parents should not photograph or record other children without appropriate permission.

13. Data Protection

Play Sports Juniors will collect and process personal information required to operate the Academy safely and effectively.

This may include:

- Child's name and date of birth.
- Parent/carer contact details.
- Emergency contact information.

- Medical and allergy information.
- Additional support information.
- Attendance information.
- Photography consent.
- Payment and booking information.

Personal information will be handled securely and in accordance with the Academy's **Data Protection & Privacy Policy**.

14. Equality and Inclusion

Play Sports Juniors welcomes children from all backgrounds and is committed to providing an inclusive environment.

Parents and carers should provide information about any additional needs that may help the Academy support their child.

The Academy will make reasonable adjustments where appropriate and practicable to enable children to participate safely and meaningfully.

Further information is contained within the **Equality, Diversity & Inclusion Policy**.

15. Coach and Parent Communication

Parents and carers should communicate with Play Sports Juniors through the appropriate Academy or Head Office channels.

Coaches should not be contacted through personal social-media accounts or private messaging channels regarding Academy matters unless this has been specifically authorised by Play Sports Juniors.

Parents should raise concerns, questions or complaints through the Academy's designated communication channels.

16. Session Changes and Cancellations

Play Sports Juniors may occasionally need to change, postpone or cancel a session due to circumstances including:

- Venue availability.
- Severe weather.
- Health and safety concerns.
- Coach availability.
- Emergencies.
- Circumstances outside the Academy's reasonable control.

Where reasonably possible, parents will be informed of significant changes as soon as possible.

The Academy's **Severe Weather / Session Cancellation Policy** provides further information.

17. Academy Rules and Policies

Parents and carers agree to support the Academy's policies and procedures.

These include, but are not limited to:

- Safeguarding & Child Protection.
- Behaviour & Anti-Bullying.
- Arrival, Collection & Handover.
- Late/Uncollected Child Procedure.
- Photography, Video & Social Media.
- Health & Safety.
- First Aid & Medical.
- Equality, Diversity & Inclusion.
- Data Protection & Privacy.
- Complaints.
- Emergency & Evacuation Procedures.

Policies may be updated from time to time to reflect changes in legislation, guidance or Academy arrangements.

18. Concerns and Complaints

Parents and carers are encouraged to raise concerns with Play Sports Juniors as soon as possible so that they can be addressed appropriately.

Complaints should be made through the Academy's **Complaints Policy & Procedure**.

Safeguarding concerns should be reported immediately and should not wait for the complaints process.

19. Removal of a Child's Place

Play Sports Juniors reserves the right to suspend or end a child's participation where this is necessary to:

- Protect the safety or welfare of the child or others.
- Address serious or persistent unacceptable behaviour.
- Respond to safeguarding concerns.
- Address serious breaches of Academy rules.
- Manage circumstances where the Academy can no longer safely meet the child's needs.

Where possible, parents or carers will be informed before such action is taken, unless immediate action is necessary to protect a child or another person.

Any financial implications will be considered on a case-by-case basis and in accordance with these Terms & Conditions and applicable law.

20. Parent and Carer Responsibilities

Parents and carers are responsible for:

- Providing accurate registration information.
 - Keeping contact and emergency details up to date.
 - Providing relevant medical and allergy information.
 - Ensuring children arrive and are collected appropriately.
 - Supporting appropriate behaviour.
 - Informing the Academy about relevant changes affecting their child's participation.
 - Ensuring Academy fees are paid on time.
 - Following Academy policies and procedures.
 - Treating coaches, staff, children and other parents respectfully.
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21. Acceptance of Terms

By completing registration and accepting a place at the Play Sports Juniors Netball Academy, the parent or carer confirms that they:

- Have read and understood these Terms & Conditions.
- Agree to comply with these Terms & Conditions.
- Agree to support the Academy's policies and procedures.
- Have provided accurate and complete information.
- Understand the Academy's payment and cancellation arrangements.
- Understand their responsibilities regarding attendance, collection and communication.

These Terms & Conditions form part of the agreement between the parent/carers and Play Sports Juniors for the child's participation in the Academy.

22. Changes to These Terms

Play Sports Juniors may amend these Terms & Conditions where necessary to reflect:

- Changes to legislation or guidance.
- Changes to Academy operations.
- Changes to safeguarding requirements.
- Changes to payment or booking arrangements.

Where a significant change is made, parents and carers will be informed where appropriate.

Policy Approval

Approved by: Luke Impett

Position: Schools & Community Sport Lead

Date: 28/8/26

Signature: L. Impett

Review Date: 1st August 2027