Policies

Customer information and business policies

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Questions? info@thesportscoach.co.uk

Terms and conditions

Service

TSC provides 60 minutes of structured sports coaching for children aged 7–12, at £175, with equipment included. Maximum 12 children, or fewer where sport-specific rules, venue or risk require (maximum 10 for athletics pending confirmation). Parents alone select, organise, book and pay for the venue directly. TSC never arranges, books or pays for venue hire or collects venue fees. The booking adult remains present and watching throughout, manages non-coaching supervision, food, toileting and celebrations, and accepts handover at the end. TSC remains responsible for its own coaching and reasonable care.

Booking and payment

£100 deposit on written acceptance and agreement to terms; £75 balance due 14 days before coaching. For bookings within 14 days, full £175 is due on confirmation. Bank transfer or cash; receipts available. No venue fees are payable to TSC.

Safety and participation

Provide individual consent, relevant medical information and emergency contacts before participation. Agree medication and reasonable adjustments in advance. TSC may adapt or stop unsafe activities. Only suitable qualified and insured activities will be delivered.

Cancellation

Customer cancellation: 28 days or more before coaching: full refund; 14–27 days: at least 75% of payments received refunded; 7–13 days: at least 50% refunded; fewer than 7 days: refund less reasonable unavoidable net losses. Any deduction is limited to actual evidenced net losses and the applicable cap, allowing for saved costs and replacement bookings. The deposit is not automatically forfeited. If TSC cancels, coaching payments are refunded in full or transferred by agreement. Venue closure or unsafe weather: discuss safe alternatives; if none is agreed, apply fair refund terms according to the circumstances. Venue contracts and refunds are separate. Statutory rights are unaffected.

Consumer rights and contact

For leisure services booked for a specific date, the statutory distance-contract cooling-off right generally does not apply. Nothing excludes liability for death or personal injury caused by negligence or limits statutory rights. TSC provides reasonable care and skill. Adam Winchester trading as The Sports Coach | info@thesportscoach.co.uk | www.thesportscoach.co.uk | Business correspondence: 5 Camberley Place, Harpenden, AL5 1TB.

Cancellation and refund policy

Coaching bookings

TSC provides 60 minutes of structured sports coaching for up to 12 children aged 7–12. The standard coaching fee is £175, with a £100 deposit and £75 balance due 14 days before coaching. Payment is by bank transfer or cash. All payments to TSC relate solely to coaching services.

Venue arrangements

The customer is responsible for identifying, arranging, booking and paying for a suitable venue directly. TSC does not organise, book or pay for venues, collect venue hire fees, or organise or host the wider birthday party.

Customer cancellations

Notice before coaching	Minimum refund of payments received
28 days or more	100%
14–27 days	75%
7–13 days	50%
Fewer than 7 days	Payments received less reasonable unavoidable net losses

Deductions are not automatic and are limited to actual, reasonable, evidenced net losses, subject to the limits above. TSC will take reasonable steps to minimise losses, accounting for saved expenses and replacement bookings. The deposit is not automatically forfeited.

Cancellation by TSC

If TSC cancels coaching, all coaching payments will be refunded in full or transferred to another mutually agreed date at the customer's choice.

Venue closures and adverse weather

If the venue is unavailable or conditions are unsafe, TSC and the customer will discuss safe alternatives or rescheduling. The customer remains responsible for arranging any alternative venue. If no alternative is agreed, refunds will be assessed fairly according to the circumstances and statutory rights. Any lawful deduction must reflect reasonable, unavoidable net losses and applicable limits. Venue contracts and refunds are separate and must be handled directly with the venue provider.

How to cancel

Email info@thesportscoach.co.uk with your booking details. TSC will explain any deductions in writing and process refunds due within 14 days of cancellation. Nothing in this policy affects statutory rights.

Safeguarding Children Policy

Purpose and accountability

TSC is an independent sports coaching provider. A child is anyone under 18. The welfare of children is central to all decisions. The proprietor is the safeguarding lead. Contact info@thesportscoach.co.uk or 07738 393493. Concerns about the proprietor may be raised externally without contacting TSC first.

Safer people and professional conduct

Only the proprietor delivers coaching. TSC will maintain appropriate qualifications, safeguarding and first-aid training, DBS checks appropriate to the actual role and suitable insurance. No assistants or volunteers are engaged under the current model. Any change requires prior suitability, safeguarding, legal and insurance checks, including barred-list checks where legally required and available.

Adults must maintain professional boundaries, avoid unnecessary isolated one-to-one contact, never use humiliating or physical punishment, and avoid private messaging with children. Communications should be directed through parents or carers. Physical contact must be necessary, proportionate and appropriate to coaching or immediate safety; explain it and seek agreement where practicable. Sexual conduct with children is prohibited, and applicable statutory positions-of-trust rules must be observed.

Supervision and handover

TSC is a sole-trader sports coaching service for children aged 7–12. The standard fee is £175 for 60 minutes of structured coaching, including equipment, for up to 12 children (provisional maximum 10 for athletics, subject to confirmation and lower applicable limits). The customer independently selects, books and pays for the venue. TSC does not organise or host the wider party. The booking adult must remain present and watching throughout, manage non-coaching supervision, food, toileting and celebrations, and accept explicit handover after coaching. TSC remains responsible for reasonable care and skill in its coaching. A child must not be left unsupervised if handover arrangements fail.

Activities will be adapted to age, needs, venue and risk. If additional coaching or supervision is required, sessions will not proceed until suitable arrangements and insurance are confirmed. Attendance and emergency contact information will be available during activities.

Safeguarding Children Policy (continued)

Recognising and reporting harm

Concerns may include physical, emotional or sexual abuse, neglect, grooming, exploitation, peer abuse, bullying, domestic abuse, online harm or radicalisation. Listen calmly, take disclosures seriously, avoid leading questions or promises of secrecy, and record the child's own words, time, date and action taken. Do not investigate suspected abuse or confront an alleged perpetrator.

Immediate danger or serious medical emergency: call 999. For suspected abuse or significant harm, contact children's social care or police promptly. Do not wait for permission, an internal meeting or a sports governing body. Inform parents when safe and appropriate, unless this may increase risk or compromise an investigation; seek statutory agency advice where unsure.

Allegations against adults

Allegations that an adult has harmed a child, may pose a risk, may have committed an offence involving a child, or may be unsuitable to work with children should be referred to the relevant LADO promptly, normally within one working day. Take proportionate steps to protect children while seeking advice. Do not conduct an internal investigation before consulting appropriate agencies. Where relevant, notify insurers, governing bodies and DBS in accordance with applicable requirements.

External contacts

Emergency: 999 | Police non-emergency: 101 Hertfordshire children's social care: 0300 123 4043 NSPCC helpline: 0808 800 5000 For activities elsewhere, contact the relevant local authority children's social care service or LADO. Anyone may report concerns directly to these services.

Information and photography

TSC will handle personal information securely in accordance with UK GDPR and the Data Protection Act 2018, as amended. Information will be collected for defined purposes, retained only as necessary and shared lawfully where appropriate to protect children. Safeguarding information may be shared without consent where a lawful basis permits or requires this. TSC will not publish identifiable images of children for marketing without appropriate parental permission and regard to the child's wishes. No photography in changing or toilet areas.

Review

All policies will be reviewed at least annually and following significant incidents, changes in law or changes in delivery. Concerns and complaints can be raised with TSC or directly with relevant external authorities.

Anti-Bullying Policy

Purpose and scope

TSC is committed to welcoming, respectful and safe sporting experiences. This policy applies to the sole coach, participants, parents, carers and spectators during coaching and related communications. TSC is a sole-trader sports coaching service for children aged 7–12. The standard fee is £175 for 60 minutes of structured coaching, including equipment, for up to 12 children (provisional maximum 10 for athletics, subject to confirmation and lower applicable limits). The customer independently selects, books and pays for the venue. TSC does not organise or host the wider party. The booking adult must remain present and watching throughout, manage non-coaching supervision, food, toileting and celebrations, and accept explicit handover after coaching. TSC remains responsible for reasonable care and skill in its coaching.

What is bullying?

Bullying is behaviour intended to hurt, intimidate or undermine another person, often repeated and involving an imbalance of power. A single serious incident will also be addressed. Examples include physical aggression, threats, name-calling, exclusion, damaging possessions, online harassment, discriminatory remarks and unwanted sexual behaviour. Such conduct is unacceptable whether or not it meets the definition of bullying.

Recognising concerns

Changes in behaviour, anxiety, reluctance to attend, unexplained injuries, missing belongings or withdrawal may indicate distress. These signs are not proof of bullying. Children should be listened to without blame or assumptions.

Reporting and response

Concerns may be raised with the proprietor on 07738 393493. TSC will take reasonable steps to stop harmful behaviour, protect those affected, record concerns factually and respond promptly. Parents or carers will be informed where appropriate and safe. Serious incidents, suspected abuse or criminal conduct will be referred to the appropriate safeguarding authorities or police without delay.

Responses may include reminders of expectations, adapted support, supervised breaks, or ending participation where necessary for safety. Decisions will be proportionate, fair and take account of age, disability and individual needs. Mediation is voluntary and will not be used where abuse, coercion or a power imbalance makes it unsafe. No child will be required to confront someone who has harmed them.

TSC will not tolerate retaliation against anyone raising a concern. Concerns about the proprietor may be reported directly to children's social care, the local authority designated officer (LADO) or police, as appropriate. Records will be restricted to those who need them.

Health and safety policy

Scope

TSC provides 60 minutes of structured sports coaching for children aged 7–12, at £175, with equipment included. Maximum 12 children, or fewer where sport-specific rules, venue or risk require (maximum 10 for athletics pending confirmation). Parents alone select, organise, book and pay for the venue directly. TSC never arranges, books or pays for venue hire or collects venue fees. The booking adult remains present and watching throughout, manages non-coaching supervision, food, toileting and celebrations, and accepts handover at the end. TSC remains responsible for its own coaching and reasonable care.

Safe delivery

Check playing surface, boundaries, equipment, weather, access and emergency arrangements before coaching. Adapt activity to age, ability and medical needs. Stop unsafe play, use appropriate footwear and protective equipment, allow hydration breaks and apply governing-body rules and ratios. No session proceeds without suitable supervision or confirmed cover.

Emergency response

Stop activity, make area safe, provide first aid within competence, contact emergency services as needed and inform the responsible adult. Record incidents and notify relevant authorities and insurer where required. Review risk assessments after incidents and changes.

Health, Hygiene and Infectious Illness Policy

General approach

TSC will take reasonable precautions to reduce illness and injury, taking account of current public health advice, venue requirements and the nature of each activity. Parents are responsible for food and refreshments; TSC must still be informed of allergies and relevant medical needs.

Illness and hygiene

Parents and carers should advise TSC of relevant infectious illness and follow applicable UK Health Security Agency and NHS advice, including any recommended exclusion period. Participants who are too unwell to take part safely should not attend. Reasonable adjustments will be considered for non-infectious conditions and disabilities.

TSC will encourage appropriate hand hygiene, check equipment and clean shared items as reasonably required. Where practicable, indoor activities will take account of ventilation. Participants should bring labelled drinks and avoid sharing bottles.

Medical information and emergencies

Before participation, parents or carers should provide emergency contact details and relevant medical, allergy and accessibility information, including any emergency care plan and necessary medication. Arrangements for medication must be agreed in advance; emergency assistance will not be delayed. TSC will provide first aid within the coach's competence and call emergency services where necessary. Significant incidents will be recorded and reported to the parent or carer and relevant bodies where required.

Safe delivery

TSC will assess the activity, venue, equipment, weather and supervision arrangements before delivery. Activities may be adapted, paused or stopped if conditions become unsafe. TSC will cooperate with venue operators over emergency procedures and report hazards. Any legally reportable incident will be notified by the responsible person under applicable reporting requirements.

No sporting activity can be entirely risk-free. TSC remains responsible for exercising reasonable care and skill; nothing in this policy excludes liability that cannot lawfully be excluded.

Equality, Diversity and Inclusion Policy

Commitment

TSC aims to provide fair, respectful and inclusive access to sports activities. TSC will comply with the applicable provisions of the Equality Act 2010 and will not unlawfully discriminate, harass or victimise any person.

Protected characteristics

The Equality Act identifies age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex and sexual orientation. The statutory protections vary by context; TSC will promote respectful treatment of everyone, including where a particular statutory protection does not apply.

Inclusive participation

TSC will anticipate and consider reasonable adjustments for disabled participants, including changes to instructions, equipment, activities or arrangements. Parents and carers are encouraged to discuss individual needs before booking. TSC will not charge disabled participants for adjustments required by law. Decisions about participation will be based on individual circumstances, objective safety considerations and applicable legal duties, rather than assumptions or stereotypes.

Age ranges and capacity limits may be used where appropriate to the activity and consistent with applicable law. Any restriction will be considered fairly and reviewed where circumstances change.

Concerns

Discriminatory language, harassment and abuse will be addressed promptly and proportionately. Concerns may be raised directly with TSC. Where appropriate, reasonable adjustments and support will be considered before sanctions. Safeguarding concerns will be handled under the safeguarding policy. No person will be treated adversely for raising a concern in good faith or exercising a legal right.

Photography policy

Permission

No identifiable marketing photographs or video without separate opt-in parental consent and regard to the child's wishes. Refusal does not affect participation. No photography in toilets or changing areas. Parents should respect other children's privacy and venue rules.

Use and withdrawal

Use only agreed channels; avoid full names and identifying school details. Store securely. Consent may be withdrawn by contacting TSC; remove controlled future uses where practicable. Third-party copies may be outside TSC control.

Privacy notice

Controller and information

Adam Winchester trading as The Sports Coach | info@thesportscoach.co.uk | www.thesportscoach.co.uk. TSC collects booking/contact details, participant age, consent, relevant medical and emergency information, payment records and optional photographs.

Purpose and lawful basis

Booking and payment administration: contract or legitimate interests as appropriate; tax records: legal obligation; safety and incident management: legitimate interests or legal obligations as applicable. Health data: explicit consent for routine safe participation; vital interests or other applicable legal conditions in emergencies. Marketing images: separate optional consent.

Sharing and storage

Share only as necessary with payment providers, accountant, insurer, emergency services or safeguarding authorities on an appropriate lawful basis. Restrict access, use secure storage and delete information when no longer needed. Retain financial records as legally required; retain incident and safeguarding records according to applicable obligations and advice. Do not retain routine health forms indefinitely.

Your rights

You may request access, correction, erasure, restriction, portability or object where applicable, and withdraw consent without affecting prior lawful processing. Contact TSC or complain to the ICO at ico.org.uk. Website cookies and third-party services must be described separately according to actual configuration.

Complaints policy

How to raise a concern

Email info@thesportscoach.co.uk with the booking details and concern. TSC aims to acknowledge within five working days and respond within 15 working days, or explain any delay.

Resolution

Review evidence fairly, explain findings and offer appropriate remedies. Safeguarding concerns may be reported directly to statutory agencies. Consumer rights and access to external advice remain unaffected.