



Terms & Conditions

1. About Us

Just Play Sports is a UK-based sports coaching company providing physical education, sports coaching sessions, holiday camps, after-school clubs, one-to-one coaching, and parties for children aged 2–14 years.

By booking a session or course with Just Play Sports, you agree to these Terms & Conditions.

2. Bookings, Cancellations & Refunds

All bookings must be made via our online booking system. Bookings are confirmed only once **full payment** has been received.

Cancellations & Refunds

Refunds are available **only** if a cancellation is made at least **7 days before** the course or session start date.

No refunds will be given once a course has started. This is because sessions must be planned and staffed in advance, and places are reserved specifically for your child.

All cancellations are subject to a **5% administration fee**, which helps cover administration and payment processing costs.

No refunds will be given for missed sessions due to illness, holidays, or personal circumstances.

Just Play Sports reserves the right to cancel or amend sessions due to circumstances beyond our control. Where this occurs, we will endeavour to offer a replacement session or a credit towards a future booking.

3. Behaviour & Attitude

We aim to provide a safe, positive, and enjoyable environment for all children.

Persistent unacceptable behaviour may result in a child being suspended from sessions. A warning will be issued and parents/carers will be notified. If behaviour continues, suspension may occur and written confirmation will be provided. A discussion must take place before a child can be reinstated.

Just Play Sports reserves the right to remove a child immediately if behaviour poses a risk to themselves, other children, or staff.

4. Parent & Carer Conduct

Parents and carers are expected to behave in a calm, respectful, and supportive manner at all times.

- Please do not shout instructions from the sidelines
- Parents must remain off the playing area unless invited by a coach
- Parents must not discipline another child

Aggressive, abusive, or threatening behaviour towards staff, children, or others will not be tolerated and may result in removal from sessions or termination of bookings.

5. Coaches, Qualifications & Insurance

All Just Play Sports staff have undergone the **appropriate safeguarding and background checks**, including enhanced DBS checks.

A first aid trained member of staff will always be present on site during sessions.

Staff receive **regular training, updates, and ongoing professional development** provided by Just Play Sports to ensure high standards of coaching, safety, and safeguarding are maintained at all times.

Just Play Sports holds full Public Liability and Employer's Liability insurance.

6. Medical Information & Injuries

Parents/carers must provide full and accurate medical information, including allergies, medical conditions, and additional needs, at the time of booking.

It is the **parent's/carer's responsibility** to inform Just Play Sports **promptly and in writing** of any changes to:

- Medical conditions
- Allergies
- Emergency contact details
- Collection arrangements

Children attending sessions with existing injuries do so at the parent's/guardian's own risk. Coaches are not qualified to diagnose injuries.

First aid may be administered where necessary by a trained member of staff. In more serious cases, emergency services may be contacted. Parents/carers will be informed as soon as possible and must collect their child promptly if requested.

7. Weather & Session Changes

Sessions may continue in adverse weather where it is safe to do so. Indoor facilities may be used where available.

If a session is cancelled due to weather or unforeseen circumstances, we will aim to offer a replacement session or a credit. Refunds are not guaranteed for weather-related cancellations.

8. Equipment, Clothing & Personal Property

Children must attend sessions wearing suitable sports clothing and footwear appropriate for the activity and playing surface.

Footwear & Safety

For football sessions:

- **Shin pads are strongly recommended**
- **Metal studs are not permitted**
- Footwear must be appropriate for the surface being used

For safety reasons, Just Play Sports reserves the right to **refuse participation** if a child does not arrive with suitable footwear or equipment. In these circumstances, session fees are **non-refundable**.

Mud, Weather & Clothing Expectations

Many sessions take place outdoors and may involve grass, mud, water, and general wear associated with physical activity.

Parents/carers are expected to:

- Send children in clothing suitable for the weather and activity
- Provide spare clothing where appropriate
- Ensure children wear items they are prepared to get muddy, dirty, or wet

Just Play Sports accepts **no responsibility** for clothing that becomes muddy, dirty, wet, or worn during normal participation.

Personal Property

All personal belongings are brought to sessions **at the owner's risk**.

Just Play Sports **does not accept responsibility** for any lost, stolen, or damaged items, including clothing, footwear, bags, drinks bottles, glasses, or valuables.

Parents are strongly advised not to send children with valuables. All items should be clearly named.

9. Children Wearing Glasses – Safety Policy

Parents/guardians are responsible for ensuring that their child's glasses are suitable and safe to be worn during sports activities.

Just Play Sports cannot accept liability for the loss, breakage, or damage of glasses during sessions.

Glasses must fit securely, and sports bands or straps are strongly recommended. For contact or high-impact activities, prescription sports goggles are encouraged.

Coaches reserve the right to determine whether it is safe for a child to participate in certain activities while wearing glasses. If glasses pose a risk, participation may be restricted or alternative activities offered where possible.

By allowing their child to participate, parents/guardians acknowledge and accept the inherent risks associated with wearing glasses during physical activity.

Children must follow coach instructions and inform a coach immediately if glasses become loose or damaged.

10. Drop-Off, Collection & Late Fees

Children must not be dropped off more than **10 minutes before** the scheduled start time and must be collected promptly at the end of sessions.

Children will never be left unattended and will remain supervised by a responsible member of staff.

Walking Home Alone

Children will **only be permitted to walk home alone** if **written permission** has been provided by a parent/carer in advance. This permission must be clear and up to date.

Without written consent, children will not be allowed to leave unaccompanied under any circumstances.

Late Collection

If a child is not collected within **10 minutes** of the session ending:

- A **£10 late collection fee** will be applied
- An additional **£1 per minute** will be charged thereafter

Staff will attempt to contact parents/carers using all available contact details, including emergency contacts.

If a child has not been collected **30 minutes** after the session end time and no contact has been made, staff may contact local child welfare services in line with safeguarding procedures.

Persistent late collection may be treated as a safeguarding concern and reported to the school or relevant authorities.

Parents/carers must notify Just Play Sports in advance if someone other than themselves will be collecting their child. Identification may be required.

11. Photography & Media

Photos and videos may be taken during sessions for promotional and marketing purposes.

Consent preferences must be indicated during the booking process. Where consent is not provided, reasonable steps will be taken to ensure the child does not appear in promotional material.

12. Safeguarding & Ofsted

Just Play Sports is committed to safeguarding and promoting the welfare of children and operates in line with UK safeguarding standards.

Just Play Sports is an **Ofsted-registered provider**. Ofsted inspection outcomes and certificates are available via our website.

13. Data Protection

Personal data is processed in accordance with UK GDPR law and our Privacy Policy. Information is used solely for service delivery, communication, and safeguarding purposes.

14. Policies & Further Information

Just Play Sports maintains full policies including (but not limited to) safeguarding, complaints, health & safety, behaviour management, uncollected children, and data protection.

All full policies are available to view on our website. Parents and carers are encouraged to review these policies if further information is required.

15. Changes to These Terms

Just Play Sports reserves the right to amend these Terms & Conditions at any time. The most current version will apply to all bookings.