

**Louth Hockey Club - Terms and Conditions**

**Full policy documents can be found at www.louthhockeyclub.co.uk**

**MINIUM AGE REQUIREMENT**

We cannot accept children under the age of five to any of our training sessions. If a child is suspected to not meet the above, we reserve the right to request proof of age. We also reserve the right to refuse entry and/or ask the child/children to be collected immediately.

**PAYMENT**

Booking completion confirms your acceptance of the Terms and conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

**LOST PROPERTY**

Please ensure that children do not bring valuable toys and/or belongings with them as we cannot be held responsible if they go missing or are broken. We cannot guarantee the return of lost property, but will endeavour to return items on request that we are able to identify. Parents will be required to pay the cost of postage. Louth Hockey Club will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, LHC will distribute the lost property to local charities.

**PHOTOGRAPHY/VIDEOGRAPHY**

From time to time we take photographs and videos at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs or videos we must be informed in writing before commencement of your booking. When completing membership forms, you will have options to consent or refuse to allow your child to be photographed or filmed.

**MEDICAL INFORMATION & SPECIAL CONDITIONS**

Louth Hockey Club require emergency contact details, relevant medical information, allergies, additional needs and dietary restrictions regarding your child. If full information is not provided this may result in that child being excluded from certain activities.

**SAFEGUARDING**

Louth Hockey Club coaches/volunteers have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the Safeguarding Children’s Policy as detailed in our policies and procedures.

**LIABILITY**

Louth Hockey Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the club or its servants.

**INSURANCE**

All children in our care are covered by our Public Liability Insurance.

**PROGRAMME CHANGES**

Louth Hockey Club reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

**ENFORCED VENUE CLOSURE**

If any Louth Hockey Club is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc), due to bad weather (e.g. Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis), Industrial Action (teaching strike etc) or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

**COMPLAINTS**

Louth Hockey Club are committed to providing high quality childcare. We take ALL complaints very seriously.

If you or your child are not satisfied with the service, we provide we would like to know about it.

Any complaint should be made to the club welfare officers we will do everything possible to ensure the complaint is dealt with as quickly and effectively as possible.

**DATA PROTECTION**

Louth Hockey Club acts as a Data Controller for the purpose of the Data Protection Act 1998.

As a requirement, we need to collect relevant personal details from you and the children you are booking to enable us to process your booking.

This information includes names, ages, emergency contact details, any applicable medical or dietary restrictions and in some cases credit/debit card or other payment details. We hold and use some of your details for future marketing purposes such as sending you promotional information via email address provided. We do not sell or pass on your data to any third party.

**POOR BEHAVIOUR**

Louth Hockey Club reserve the right to issue a Ban for poor behaviour of any children. If required a child/children will be subject to the below Strike basis: \*\*Please note this resets each term\*\*

1. Coach Warning.
2. 1st Official Warning.
3. 1 Week Ban
4. 2 Week Ban or permanent

**Abuse, both verbal and/or physical, against a member of staff or another child will not be tolerated and may lead to immediate exclusion.**

**What we do to promote acceptable behaviour**

We make clear our expectations of behaviour with our Club Rules.

We praise good behaviour privately and publicly.

We promote respect for each other and equipment.

We set good standards through our own example.

We give rewards such as stickers, certificates, medals and prizes