

By choosing to attend or engage Foot and Ball Academy **all persons accept** the following “Terms and Conditions.”

If you do not clearly understand any/all of any of these “Terms and Conditions” please contact Foot and Ball Academy for clarification before committing.

General

All employees of Foot and Ball Academy will have appropriate Working with Children Checks as well as police checks.

Foot and Ball Academy reserves the right to refuse admission to any person for any session for any reason. If requested by Foot and Ball Academy staff for whatever reason, parents / guardians and any children in their care must leave the session immediately. Additionally, Foot and Ball Academy reserves the right to cancel or deny a registration to any person for any reason.

All enquires to Foot and Ball Academy can be made over the phone, through email at footandballacademy@outlook.com, or through social media sites such as Facebook.

Foot and Ball Academy reserve the right to make amendments to our Terms and Conditions at any time to reflect changes in our business or statutory obligations. The new version will be circulated via email, taking effect immediately. Lessons booked after the new Terms and Conditions have been enacted will require your indication that you agree to be bound by them. Previous versions may be requested via email correspondence.

Payment

Bookings for a free trial session must be made in advance of the session via suitable lines of Enquiry, outlined under *General*.

You must provide specific personal information to book with us. Full details of the information we collect can be found in our Data Privacy Policy below under Privacy.

Sessions are paid for in advance of the respective school term, or remainder of that term if you are joining us at any point after its start date.

Payments are to be made in cash or direct deposit into the nominated business bank account of Foot and Ball Academy.

Your child’s place is not secured until fees are paid in full.

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Cancellation

Foot and Ball Academy operates a no-refund policy for a change of mind or missed classes, unless under extreme medical conditions, as determined by a medical doctor.

If for any reason you are not able to attend a session then every effort will be made to reschedule a make-up class, depending on session availability. We cannot guarantee a make-up session.

Parental Cancellation

The cancellation rights generally available to consumers in accordance with their statutory rights do not apply to the classes provided by Foot and Ball Academy.

In the rare case of cancelling a class as much notice as possible is advised.

FAB cancellation

Foot and Ball Academy may cancel this contract at any time before the Player commences with us for any reason whatsoever. Foot and Ball Academy shall not be liable for any loss or damage whatsoever arising from such a cancellation.

Foot and Ball Academy reserves the right to cancel a session if it is deemed unsafe to continue at any time.

Extreme weather

Always assume Foot and Ball Academy classes are on no matter the weather except for the following:

- Temperatures exceeding 35 degrees,
- thunder and lighting, or
- heavy rains that drench the field, forcing closure of the grounds.

In the event of heavy rain every effort will be made to secure wet weather facilities. However, we cannot guarantee this.

In the unlikely event of 'last minute' lesson changes or a lesson cancellation by us, Foot and Ball Academy will notify you with as much notice as possible. Foot and Ball Academy will not reimburse any expenses incurred by a customer failing to pick up this communication.

Liability and Insurance

I give permission for my child to attend and participate in all activities within the Foot and Ball Academy program selected.

All reasonable care and caution are always taken, however, in the event of an accident, Foot and Ball Academy cannot accept liability for any injury that may occur whilst participating in the Foot and Ball Academy program.

Parents / Guardians, and children participate at their own risk and shall indemnify Foot and Ball Academy and its staff against all claims, actions, suits, proceedings, demands, costs, and expenses that may be taken or made against Foot and Ball Academy, which may arise from you or your child's participation in any Foot and Ball Academy sessions.

Foot and Ball Academy cannot be held responsible for any loss or damage to any personal belongings while attending one of our coaching/education programs.

Health and Safety

Medical Conditions

Any medical conditions that a participant may have must be fully disclosed to Foot and Ball Academy in the registration details completed when enrolling.

Foot and Ball staff do not supply and/or administer any form of medication to any person attending Foot and Ball Academy.

If a person has any form of medical condition that is deemed serious or potentially life threatening by a doctor, then Foot and Ball Academy must be provided with a signed "approval to participate letter" from a doctor, before that person can participate in any event organised by Foot and Ball Academy.

The "approval to participate letter" must clearly identify the medical condition and include a "treatment plan" so Foot and Ball Academy can provide the letter to Ambulance or any other emergency medical treatment provider if required.

Foot and Ball Academy does not take responsibility for the implementation of any specific individuals "medical condition treatment plan."

Foot and Ball Academy does not take responsibility for any form of medical treatment while awaiting Ambulance or other medical professional service to the individual.

If Foot and Ball staff deem it necessary to call an Ambulance for any individual at any time during class, then they will do that, and any costs associated with the Ambulance or associated medical treatment is the sole responsibility of the parent / guardian of the injured individual.

If Foot and Ball staff believe that a child attending an event organised by Foot and Ball Academy is unwell, then the parent / guardian will be advised as soon as practically possible and requested to collect the child.

Similarly, parents / guardians that are unwell, please, keep a safe and sensible distance from the sessions, or in more severe cases do not attend.

Security and Safety

Anyone identified as being abusive and/or violent at the venue of a Foot and Ball Academy session may be banned from entry.

Any illegal acts may be referred directly to the Police by Foot and Ball Academy.

No climbing of any sort is permitted at Foot and Ball Academy.

Players and participants will not stray beyond the safety of the designated field areas except for using the toilets, during Foot and Ball Academy sessions.

Suitable Attire

Your child must wear suitable clothing and footwear appropriate for physical activity e.g., football (soccer). This includes:

- a comfortable, loose **shirt**,
- Comfortable, manoeuvrable **shorts**, and
- **soccer boots (studs)** or **runner/joggers**.

Food and drinks

Smoking and Alcohol are strictly prohibited from any venue where Foot and Ball Academy are conducting a session, clinic, or class.

Parents/guardians are to have fluids (strongly recommended to be water) readily available to give to their children during designated drink breaks, or should they require it.

No other food or drinks are to be taken into or near a Foot and Ball Academy class.

Session rules

Session design

Session design is age and ability dependent.

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Main components of a session's design include:

- Total time (shorter for younger players).
- Total space of set up field (larger for older players).
- Equipment (larger variety for older players).
- Drink breaks (often more for the younger players).

Drop off and pick up.

Parents / guardians need to ensure they know the time and location of sessions, and when they can expect to collect their children.

Please arrive at least 5 minutes early to your designated session.

Pick your children up on time or make other arrangements.

Inform the coach about any changes in arrangements for picking up your child.

Players are to be picked up from within the sporting complex in proximity of the session area i.e., **not** from the main road.

Social Media, marketing, photography, and videoing

On occasion, Foot and Ball Academy management may take photos or video footage of your child participating in our sessions for promotional purposes, such as marketing or social media posts. Please advise us if you do not consent to us doing so.

Video and photographs may be taken by families registered in our programs for personal use only. Please be mindful of uploading photos of your child which includes other people's children to social media.

Foot and Ball Academy is free to use and repurpose any testimonial made by any of its participants, parents / guardians.

Code of Conduct

By taking part in the Foot and Ball Academy you acknowledge and agree to this code of conduct, comprising the following rules and conditions, which provide for a safe, professional, fun learning environment which is designed to allow your child to benefit from participation and to provide them with the greatest opportunity to reach their full player potential.

We adhere to the Child Safe Standards through its policy, code of conduct, procedures and reporting of incidences and Health and Safety standards.

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All participants will respect and not wilfully or neglectfully damage the equipment used by Foot and Ball Academy. For safety reasons, parents/guardians and children must keep away from any equipment that is not being used for the specific activity in progress.

All parents/guardians and children will respect others in the class regardless of gender, culture, religion, or ability.

Player

The player will always be inclusive of others.

Focus will be on your own individual improvement and personal growth. Not winning.

Punctuality and Presentation are key. Arrive early and ready to train!

Bullying is strictly prohibited.

When the coach is speaking **you are not**.

Foul language will not be tolerated*

Disruptive behaviour will not be tolerated*

Rudeness towards peers or coaching staff will not be tolerated*

*not be tolerated: see *Disciplinary Procedures*.

Parent / Guardian

All parents/guardians will respect and co-operate with all instructor's decisions.

Do not coach your child from the sidelines.

Do not interfere with the coach's direction or session in general.

Foul language will not be tolerated*

Disruptive behaviour will not be tolerated*

Rudeness towards peers or coaching staff will not be tolerated*

*not be tolerated: see *Disciplinary Procedures*.

Foot and Ball staff reserves the right to ask you to leave the venue should you fail to comply with instructions given by our staff.

Coach

Coaches must promote a fair session through discipline for all players.

Coaches will always emphasize the importance of personal growth and improvement over winning.

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Coaches may keep score of 'mini games' for educational purposes only.

Coaches and staff must respect the rights, dignity and worth of every person and treat each player equally within the context of the sport.

Coaches and staff must place the safety and wellbeing of each player above all other considerations including the development of performance.

Coaches must work to develop an appropriate working relationship with each player based on mutual trust and respect.

Coaches must not exert undue influence to obtain personal benefit or reward.

Coaches must encourage and guide players to accept responsibility for their own behaviour and performance.

Coaches must ensure that the activities they direct, or advocate are appropriate for the age, experience, maturity, and ability of players.

Coaches will clarify with players (and parents) exactly what is expected from them and what they are entitled to expect from their coach.

Coaches must always promote the positive aspects of the sport (e.g., fair play) and never condone violations of the laws of the game, behaviour contrary to the spirit of the laws of the game, or relevant rules and regulations, or the use of prohibited substances or techniques.

Disciplinary Procedures

In the case of serious misconduct where the behaviour of the player or parent is deemed a risk to the safety or enjoyment of other players or staff, Foot and Ball Academy reserves the right to immediately suspend that player from continuing as an Academy member.

Where a player is found to have breached the standards of player behaviour outlined above the following procedure will generally apply:

1. **Verbal warning:** a verbal warning will be given to the player to cease the behaviour in question. We will inform player of the next step if the behaviour continues to occur.
2. **Behaviour continues:** the player will be excluded from the session for a period (up to 10 minutes). The player will again be informed of the next step if behaviour continues/occurs again.
3. **If the players behaviour does not improve:** the player will be excluded from the remainder of the session. Parents will be brought in/phoned to explain why the player is being excluded. At this stage both the player and parent will be informed of the next step if behaviour continues or occurs again.

4. Continued breaches: the player will be sent home with parent/guardian. A decision will be made on whether the player can continue in the program or have his/her registration cancelled. In these instances, no refund of fees will apply.

Parental Responsibilities

In cases where parents have been deemed to have acted in a way contrary to our values and/or have breached their responsibilities, the same procedure outlined for players will be followed.

Parents should be aware that in such cases their child's place in the Academy may be withdrawn.

If a player's place is withdrawn for disciplinary reasons relating to parental behaviour, there will be no refund of fees paid.

Complaints

Despite our commitment to providing a fulfilling experience and the best intentions of coaches, players, and parents, at Foot and Ball Academy, sometimes misunderstandings or disputes occur. We also realise from time-to-time players may have questions or concerns about a range of football issues.

We strongly support and encourage players to raise any questions or concerns directly with their coach after training or at another appropriate time.

We also support parents raising concerns with us in an appropriate manner. If a situation warrants a parent raising a concern.

Some simple rules will ensure parents, players and coaches will gain the most from their interaction:

- Never look to have a conversation with a coach on the pitch at training – the training field is for coaches and players only.
- Similarly, straight after sessions is not an appropriate place or time to have a private discussion, **especially if emotions are high**.
- A 24 hour “cool down” period before formulating a complaint is requested.
- Correspondence via email or phone call outside of training hours is highly recommended.
- If the situation cannot be swiftly resolved via a phone call or scheduled meeting, then escalation may be required.
- This will include moving the conversation to permanent email correspondence to maintain a succinct and accurate “log” of the dispute's evolution.

These communication guidelines are a practical way for players and families to demonstrate respect for our staff, your children, and the values on which we build our program.

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At Foot and Ball Academy we are confident in the service we provide, as such, we strongly believe most complaints can be resolved by a good old fashion chat.