

1. General terms.

Please note that the Terms and Conditions have been put together in order to ensure expectations are clear to service users.

Moving Matters will ensure all activities (holiday camps, SLD soccer school, disability and club sessions and competitions) are well managed, high quality, safe and enjoyable for all involved.

By agreeing to our term and conditions, you agree and consent to conditions set out in this document, applicable to the activity you book. Please note we operate different terms for different activities, all the specifics of which are listed here.

The contract is between Moving Matters and the parent/guardian or school on the booking form. By submitting a booking form you agree to the terms and conditions.

Payment is due in full at the time of booking (including those who book using childcare vouchers) or for schools upon receipt of an invoice for services received.

1. Imagery.

- Photos and video may be taken during any activity.
- Moving Matters will use still and moving imagery for marketing materials and post on our website (www.moving-matters.org), Facebook, Instagram and Twitter pages. At no point through any use of photo or moving imagery will details of any child's identity be printed in conjunction with the image.
- You must indicate on our booking form if you do or do not wish your child to be photographed or filmed.
- Children without consent will be given a wrist band at their activity.
- Any images posted in error will be immediately removed.

2. Insurance.

- Your children are fully covered by our Public Liability Insurance to the value of £5,000,000 through Protectivity Insurance. Details available upon request.

3. Medical conditions.

- Details of any medical conditions or allergies must be given at the time of booking and any relevant medical equipment (inhaler, epi-pen) given to the Camp Director or Head Coach before the activity.

4. First Aid Consent.

- By agreeing to our terms and conditions you agree that your child will be involved in activities as advertised and that he/she will receive first aid when required. All Moving Matters's activities are staffed by a Paediatric First Aider. For more serious accidents which

may require hospital treatment, you will be notified as soon as possible. Emergency services will be called and if deemed necessary medication will be administered by medical professionals.

5. Behaviour Management Policy.

- Moving Matters believes that children will flourish best in an atmosphere of mutual respect and encouragement, with clear behavioural expectations. The Camp Director or Head Coach will discuss behaviour with your children during the activity. We concentrate on encouraging good behaviour and ensuring children enjoy their time with us. Staff will treat children with respect, promoting an atmosphere of trust. Should the positive atmosphere of the activity be compromised by disruptive or inappropriate behaviour, our staff will explain to the child why it is unacceptable. If the problem cannot be resolved, staff may have no choice but to exclude the child from the activity. We will involve parents if problems persist.

6. Moving Matters staffing.

- All members of staff are suitably qualified to deliver the activities and all have an enhanced DBS.
- The majority of staff work in primary schools and are hugely experienced in effectively managing children with a range of needs.

7. Contact.

- Please initially call our office number 0203 6914576.
- In the event of an emergency please contact Rob Wilkinson on 07918744557 or e-mail director@moving-matters.org
- [Alternatively Ashley Snadden can be contacted on 07849834525](tel:07849834525)
- For complaints, contact us through our webpage <https://www.movingmatters.org/index.php/movingmatters/contact-us> or e-mail directly enquires@moving-matters.org

2. School Competitions.

In entering a Moving Matters competition your school and participants agree to the following Terms and Conditions;

2.1 Rules and Attendance.

- Follow all competition guidelines. Prior to all competitions rules, event information and guidelines will be made available online. This includes specific information on the number of participants allowed at competitions as well as details of specific competitions rules.
- Arrive punctually to all competitions. Guidance notes will display a clear arrival time as well as competition start time. If you arrive late this may delay the start of a competition or may lead to your school missing part of the competition.

- Read and acknowledge the competition risk assessment. Prior to all competitions a risk assessment will be completed by the Competition Organiser. The risk assessment for each competition is available to schools upon request. Schools staff should familiarise themselves with this, in the event that there are any avoidable risks that they should be aware of.

2.2 Payments and cancellations.

Schools are not required to pay via our Open Play booking software. Instead schools should make the booking and on the final page by enter the word *invoice* into the voucher code box and select apply. This applies a credit to your booking and no fee is taken. Our admin team will then invoice the school for the competition entry fee.

Moving Matters' member schools received a 50% discount on all competitions except the swimming galas and our Gifted and Talented Athletics event. If uncertain if the discount applies, please contact our office on 0203 6914576.

In the event of having to cancel your involvement in a competition, Moving Matters require 1 weeks' notice.

Cancellation must be made in writing by sending an email to enquiriesmovingmatters@gmail.com Or Director@moving-mattersl.org.

- Any school withdrawing from a competition without a week's notice will still be invoiced.
- In the event of a school missing a competition without sufficient notice twice, places in further competitions will be offered to other schools. The school will be contacted to advise them if they have retained their place, 1 week before the competition takes place.
- Any outstanding fees must be settled before the next competition.

4.3 Behaviour management.

The behaviour of your children is the responsibility of the staff member(s) that has escorted them to the competition. Children displaying consistently inappropriate or disruptive behaviour may be banned from the competition.

4.4 Overall Rule

- Inform competition organisers (Rob Wilkinson and Ashley Snadden) of any children with any special needs or requirements.
For the safety of your children and for the awareness of Moving Matters staff we would require notification of 48 hours prior to the competition to be attended, in case of any arrangements need to be made or if the competition risk assessment needs alteration.
- Provide competition organisers with details of any children that are NOT able to be photographed or filmed. These children will be given a wrist band or bib to identify them.

- Directly administer first aid to your children. At all competitions a member of Moving Matters staff with Emergency First Aid qualifications will be present along with an accessible first aid kit. Where necessary and only simple first aid is required we would ask school staff to administer this with their own first aid kit. In the event of more serious injury Moving Matters staff, site staff at the venue and in extreme circumstances the emergency services will deal with administration of first aid.
- Ensure any accompanying adult attending a competition with your school has an up to date DBS background check and that the clearance number for this as a minimum is available should it be requested.
- Inform competition organisers of any parents, carers or siblings that will be attending competitions. As many competitions take place on school sites during school days we are required to inform admin staff of visitors to sites. Please provide competition organisers with a list of names of any family members that wish to come and watch. Please note the right to enter other school grounds is at the discretion of the school site itself and possibly beyond the control of Moving Matters. All parents/siblings/carers attending with the school are the responsibility of the members of school staff in attendance.
- All adults in attendance are expected to follow the Moving Matters code of conduct, available for review at the event and on the company website www.moving-matters.org