

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. SLD Soccer school and Moving Matter's clubs.

2.1 Fees and Payments.

- Bookings should be made prior the course using our website or the Open play app (found in the App store).
- Fees for sessions:
 - Elite £8.50 or £8 in a block booking
 - Girls sessions £8
 - Mini Magician £8
 - Mini Movers £6.50
 - Netball £8
 - Multi-Sport £6.50
- 10% discount applies to all of our activities when exactly 10 sessions are booked.
- Parents who haven't prepaid must make the payment during the activity.

- Any outstanding fees must be settled before further involvement in activities.

2.2 Cancellation policy.

Only in extreme circumstances will Moving Matters cancel a session. However the following applies:

- Activities cancelled by Moving Matters will be fully refunded or booking moved to an alternative date upon agreement with the parent.
- Moving Matters require 48 hours notice (before activity commences) from parents and a credit note is then issued.
- Decisions based on the weather will be made with the safety of the children in mind. Parents will be contacted either through Open play or text message.
- If less than 8 children are booked for an activity Moving Matters reserves the right to cancel the course within 24 hours of the start time.