

## Activity/Session Terms and Conditions

Terms and Conditions (Effective from 01 January 2023)

**Opening Statement:** Football Development East Limited trades as fde. and fde. Talent ID & Management. It is also official coaching partners of McDonald's Fun Football and Carl Green Goalkeeping. These terms and conditions apply to all activities offered and supplied by the company.

These terms and conditions apply to all participants registered with the company whose details are submitted using an online registration and/or who take part in any activity supplied by the company (this includes manual registration and/or registration via a school or college). By registration or allowing your child to take part in activities organised by the company you agree that you and your child will comply with these terms and conditions.

1. You agree to pay fees due to the company subject to such fees having been previously notified to you by the company. You acknowledge that your child attending activities run by the company after fees have been notified to you shall be acceptance of your liability to pay such fees.
2. You acknowledge that you have taken the time to read the Privacy and Safeguarding policies put in place by the company. These can be found on the company website [www.footballdevelopmenteast.co.uk](http://www.footballdevelopmenteast.co.uk) or by clicking these direct links [PRIVACY POLICY](#) [SAFEGUARDING POLICY](#). It is assumed by the company that by registering or allowing your child to take part in activities organised by the company that you have read these. Children in all of our sessions will never be encouraged to header footballs.

3. **Refunds.** As a company we try to be transparent about our refund policies.

You understand that the company will offer future session(s)/place(s) in lieu of refunds. If you wish to request a refund this is at the discretion of the company and must be requested at least 24-hours prior to the start of the session you cannot attend. This request should be made to [info@fdeonline.co.uk](mailto:info@fdeonline.co.uk).

### *Circumstances where we cannot refund.*

We are a service-based company and need to cover costs such as hire of venues and payment of coaches. Sessions still need to go ahead whether your child participates or not. Dates and times are shown on every booking so we cannot offer a refund for sessions missed. We cannot refund mid-course because a participant decides that they do not wish to attend anymore.

We are unable to offer a refund for an event that is no fault of either party. Examples of this are measures enforced by the government preventing us from delivering the session planned, natural disasters (e.g floods, earthquakes or any other 'Act of God') and damage to the venue we planned to use for the session (e.g. caused by a fire, vandalism etc.). We will reschedule the planned session/event.

### *Circumstances where we may offer a refund.*

We only offer a full refund in extreme circumstances where there has been severe hardship or tragic family event. These are at the company's discretion.

### *Circumstances where we will offer a refund*

If for any reason, we as a company are unable to fulfil sessions (e.g. lack of coaching staff) we will in the first instance offer to reschedule. If your child cannot attend the rescheduled date, we will offer to refund or provide a place on a future event/session. We do not refund partial days.

If you have a specific query or queries regarding our refunds policy, please contact us on 0844 202 3130 or at [info@fdeonline.co.uk](mailto:info@fdeonline.co.uk)

4. **Photography.** You consent to the company taking photographs and/or videography of your child and for such recordings to be used by the company for promotional purposes (including on the website or social media).

5. **Your personal data.** We may send you emails (including marketing) from the company at the email address supplied during registration. We do not pass your details on to third parties for marketing purposes.

6. **Attending with all they need.** You will ensure your child attends in suitable clothing for the weather conditions and with any other requirements (drink, packed lunch etc). The requirements will be clearly stated on the booking page. In hot weather we request that your child has sun cream applied and where possible attend sessions with a supply of this (if no sun cream is provided you give your permission for us to provide factor 50 sun cream for them to use on skin exposed to the sunlight). A hat is also advisable in sunny weather. **PLEASE CHECK THE FOOTWEAR REQUIREMENTS AS THESE CAN CHANGE DEPENDING UPON THE SURFACE.**

7. **First Aid.** You consent to a company representative providing basic first aid and lifesaving aid to your child where necessary and in circumstances where the company is unable to contact you or your nominated emergency contact, you agree that a company representative may take your child to hospital and give consent for emergency treatment. **IF YOUR CHILD HAS ANY MEDICAL REQUIREMENTS THESE SHOULD BE DICLOSED TO US BEFORE THE ACTIVITY. IT IS YOUR RESPONSIBILITY TO INFORM US OF ANY MEDICAL INFORMATION.**

8. **Collecting your child at the end.** We require a parent or responsible adult to collect your child at the end of the activity. If your child is not going to be met at the end you must email [info@fdeonline.co.uk](mailto:info@fdeonline.co.uk) and inform us in writing that you have made arrangements for your child to leave unaccompanied and take full responsibility for their onward journey.

9. The company's registered Safeguarding Officer is Jon Haines who can be contacted on 0844 202 3130 or [info@fdeonline.co.uk](mailto:info@fdeonline.co.uk)

10. The date and time of the activity will be clearly shown on the booking page.

11. **Your data.** We take the responsibility of your personal data very seriously; a copy of our Privacy GDPR policy can be found on our website [www.footballdevelopmenteast.co.uk](http://www.footballdevelopmenteast.co.uk). By signing up to one of our sessions we will automatically add you to our mailing list. This is never provided to third parties and will only be used to send you information on future sessions and events we are running.

12. **Subscriptions.** All subscriptions are monthly subscriptions (i.e. one payment per calendar month). Unless specified otherwise they are **rolling-month subscriptions that will automatically renew** unless you choose to cancel. In order to cancel a subscription you must provide one-calendar months' notice by email to either [info@fdeonline.co.uk](mailto:info@fdeonline.co.uk) or directly to our Accounts Team [accounts@fdeonline.co.uk](mailto:accounts@fdeonline.co.uk).

"Company" means Football Development East Limited (see 'opening statement' at top of this document).

**THIS IS A DIGITAL DOCUMENT. BY REGISTERING YOUR CHILD, PAYING THE FEE VIA OUR WEBSITE (OR BY REGISTERING VIA EMAIL, SCHOOL AND/OR PAYING US DIRECTLY) AND ALLOWING YOUR CHILD TO ATTEND THE ACTIVITY YOU ARE AGREEING TO THESE TERMS AND CONDITIONS. PLEASE CONTACT US AT [INFO@FDEONLINE.CO.UK](mailto:INFO@FDEONLINE.CO.UK) IF YOU HAVE ANY QUESTIONS.**

