

#### Introduction

We are Chigwell Mitre Enterprises or "CME", a private limited company (No 02683149) and our registered office is Chigwell School, Chigwell, Essex, IG7 6QF. We are a subsidiary of Chigwell School and are responsible for managing the sports facilities on its behalf.

You can contact us at:



[sportandwellness@chigwell-school.org](mailto:sportandwellness@chigwell-school.org)



0208 501 6150



FAO: Memberships, Chigwell Sports & Wellness Centre, High Road, Chigwell, IG7 6DP

These terms and conditions apply to all bookings for Junior Activities. To book Junior Activities, you must make the booking with Reception. You must provide us with an up to date e-mail address and phone number for quick communication purposes.

#### (1) Junior Activities Programme

- (a) All attendees will be working towards the relevant governing bodies schemes of work
- (b) Sessions are between 30 and 60 minutes in length, this allows 3 minutes to take the register and 2 minutes to end the session and return children to parents.
- (c) Activities must be booked in a minimum of 1 blocked session each time.
- (d) The current cost of Junior Activities is available on our website [www.chigwellswc.org](http://www.chigwellswc.org) and may be updated from time to time. Any change to the price of Junior Activities will take effect when you next come to purchase a block of sessions
- (e) Pupil to Coach ratios are maintained in line with governing body guidelines
- (f) All children under the age of 8 years old must be accompanied to their session by an adult over the age of 16 years old.
- (g) Children should arrive for their session no earlier than 5 minutes before the start time.
- (h) Children will wait with their parents/guardians before the session begins in the designated area
- (i) The Coach will take the children for their session from the parent/guardian.
- (j) Parent/guardians should return to the session area 2 minutes before and wait by the entry area for their children to be returned to them.
- (k) At no time should the parent or guardian leave the facilities or use other parts of the centre whilst their child, under the age of 8, is participating in a session. This is to allow for toilet breaks if required

#### (2) Payments

- (a) All sessions must be paid in advance, at the time of booking at Reception.
- (b) Once you have purchased your Junior Activity, you will be provided with receipts (for each block of sessions) evidencing your proof of purchase. Your receipt must be presented to the Coach at the start of each session.
- (c) No access will be granted to a session unless and until you can provide proof of purchase.

#### (3) Missed Sessions

- (a) If your child has been ill with sickness or diarrhoea within the last 48 hours of their arranged session, they should not attend their session. There is no right to a refund for this lesson unless section b criteria is met
- (b) In exceptional circumstances we may exercise discretion on refunds or credit notes, but this would only be on production of a medical certificate or documentation from a medical centre, hospital or GP.

#### (4) Coaches

- (a) All Coaches are appropriately qualified and have current enhanced DBS checks.
- (b) We will use reasonable efforts to provide the same coach for each lesson within a session block. However, replacement coaches may be used to cover for reasons such as holiday periods and sickness absence, without prior notification.
- (c) If a Coach is absent or likely to be away for a long period of time and suitable cover is not available, we reserve the right to combine Activities (as a preferable alternative to cancellation). Where we do so, we will continue to maintain safety in accordance with governing body guidelines and to look for a replacement coach.
- (d) You may request a change of time, day or Coach (if available) and we will try to accommodate your request, provided a space is available and we believe your child has the necessary ability to safely participate in the alternate class.
- (e) Coaches will take responsibility for pupils during their sessions, but parents /guardians are required to remain nearby (cafe or designated viewing gallery) so that if required the parent / guardian can deal with toilet breaks or any behavioural issues.

#### (5) Behaviour & Conduct

- (a) Parents/guardians are not permitted within the activity area but can sit in the café or viewing areas
- (b) Parents/guardians must never distract the coach during a session and should direct all communication through the Manager on Duty. Parents/guardians should not speak with a coach during the period that sessions are in progress as it will distract the coach.
- (c) **No** photography or filming is permitted without the prior approval from the Centre Management.
- (d) All pupils are under the supervision, control and care of the Coach, during the lesson period. Children are expected to pay attention, to treat the other pupils with respect and to comply with the Coach's instructions. Should the behaviour of the child be unsatisfactory and the class is being disrupted, the Coach has the right to remove the pupil from the class.
- (e) Parents/guardians must be respectful of our staff, the Coach and other pupils attending the Centre. If Parents/guardians fail to act cordially to others and we reasonably consider that their behaviour puts others at risk, the Coach has the right to ask the Parent/guardian and to remove the pupil from the session unless and until an alternative Parent/guardian can accompany them to the session

#### (6) Junior Activity Dress Code & Hygiene

- (a) We ask that all attendees use the toilet before the session commences. Our staff will NOT take pupils to the toilet.
- (b) All children should wear appropriate clothing specifically designed for their activity and the weather. This includes non-marking shoes
- (c) No jewellery should be worn during a session. It can pose as a risk to others and the pupil themselves.
- (d) The use of a participants own personal tennis racquet is permitted. CME will take no responsibility for any items brought to sessions by pupils/participants

#### (7) Progression - Tennis

- (a) Tennis ability and speed of progression will vary depending upon the pupil. Pupils will be moved up to the next class when they meet the skills criteria required. This is determined by us and our Coaches, whose expertise and experience must be respected. In younger sessions age can determine also when a child will move to the next level so it is important you provide us with accurate details of age
- (b) We cannot guarantee a specific time slot on progression, as a space within the next level may not always be available at first.

#### (8) Circumstances where we might need to cancel – Adverse Weather

- (a) In the event of adverse weather we will make every attempt to contact our customers as soon as possible. CME will make all efforts to relocate sessions that take place outdoors to an indoor environment. If this is not possible then customers will receive a full refund for the missed session. Please note that a cancelled session will be at CME discretion and not that of the pupil
- (b) If sessions are cancelled due a fault by Chigwell Mite Enterprises, customers will receive a full refund for the missed lesson.
- (c) Chigwell Mite Enterprises reserves the right to cancel classes should numbers fall below our minimum numbers. If this happens, we will work with you to find a suitable alternative lesson (taking into account availability and progression).

#### (9) Other points to note

- (a) We like to encourage communication and welcome positive and negative issues to be raised with our staff direct so that they have the best opportunity to address concerns when they arise.
- (b) Where issues cannot be resolved at the time, please direct your concerns to the Senior Management Team.
- (c) You must not bring valuables onto the site. We do not accept liability for damage or loss to your property that occurs at the Centre, other than where this arises from our negligence or our failure to take reasonable care. If such loss, damage or theft is caused by the negligent acts or omissions of us, our agents, employees or subcontractors, our liability to you will be limited to £5 million].