

# Oodles Training Ltd Booking Terms & Conditions

## Booking Terms & Conditions

Nobody loves reading lots of boring terms and conditions but we think they're really important so we've tried to keep it as brief as possible without skipping any details! All our terms and conditions are built around allowing us to provide top quality, exciting training whilst ensuring that all our students and staff are safe and comfortable. If you have any questions on anything below please do get in touch. Thanks for taking the time to read these!

## ALL OODLES TRAINING COURSES

### 1. Booking:

Bookings are only confirmed once we have received full payment and a completed booking form (via the e-form we have sent you or for Oodles Sport bookings via our online booking system called ACTIVE). We cannot accept provisional bookings.

### 2. Cancellation or Postponement by Oodles Training Limited:

In the unlikely event that Oodles Training Ltd should have to cancel a course for operational or unforeseen circumstances, you will be offered the option to transfer to another date by mutual arrangement or a full refund of course fees paid.

### 3. Cancellation or Postponement by the Client:

Once your booking has been made (see above) should you need to postpone or cancel your course for any reason Oodles Training Ltd reserves the right to offer you a refund based on the following timescales:

If you give us more than 3 months notice, we will offer a refund of 80% of the course fee

If you give us between 1 and 3 months' notice, we will offer a refund of 40% of the course fee

If you give us less than 1 months' notice you will forfeit the entire course fee.

If the participant fails to attend the course or any part of it we are unfortunately unable to offer a refund of any amount.

### 4. Late Arrival

Unless arranged otherwise in advance if a course participant arrives more than 30 minutes after the scheduled course start time the participant may be refused entry or they may not be awarded any qualification associated with that course. This decision will be made at the discretion of the Lead Coach or Instructor of that course.

### 5. Behaviour

The safety and enjoyment of our clients and staff is paramount. In the unlikely event that a participant's behaviour jeopardises this or the learning of their fellow students, they will, as a last resort, be removed from the course. There will be no refund in this instance.

### 6. Loss

Please note we cannot take any responsibility for personal items or equipment, including but not limited to their damage, theft or loss.

### 7. Photos and Videos

We occasionally take photographs and/or video for use in marketing including but not limited to digital, web and social media marketing. We may also use the photographs and/or video on the course for peer review and learning. If you would rather we did not use your image in any marketing materials please let us know by emailing [hello@OodlesTraining.com](mailto:hello@OodlesTraining.com)

### 8. Data

We treat your privacy seriously and Oodles Training does not externally distribute, share or sell your data. We will use the email address you provided to send you course-specific information and separately to keep you in the loop with future courses. It is possible to unsubscribe to either from the link at the bottom of your email. You may also request to be removed at any time by emailing [hello@OodlesTraining.com](mailto:hello@OodlesTraining.com)

## OODLES SPORT COURSES

### 9. Weather:

In the event of inclement weather we will still continue to run the course, but redress the balance of inside, outside, theory and practical coaching to ensure the welfare of all. Please ensure that the course participant has appropriate clothing based on the weather and their chosen sport. If deemed necessary by the Lead Coach we may offer an

alternative programme of events if possible to ensure the course goes ahead. In the event that this is not possible we will offer you the option of a transfer to another date by mutual arrangement or a full refund of your course fee.

#### **10. Signing In:**

All participants under the age of 18 are signed in and out at the beginning and end of each day. If you ticked the box to say that you are happy for them to sign themselves in and out, you acknowledge that we do not take responsibility for their whereabouts after the official end of the course once they have signed themselves out. Should you not tick this box, we will require to see the person picking them up.

#### **11. Injury**

All sport involves an element of risk, however, our coaches are experts at setting up practices and games to minimise risk. All participants are expected to wear PPE (Personal Protective Equipment) associated with their sport at all times. Lacrosse courses only: Gum shields are mandatory on Oodles Training courses. It remains the responsibility of each athlete to wear theirs for every practice. We will not let an athlete play if they have forgotten their gum shield. The English Lacrosse Association highly recommends that goggles are worn to play lacrosse, however as they are not mandatory, we leave this choice up to the athletes and their parents/guardians. Should you wish your athlete to wear goggles, we invite her to please bring her own pair.

#### **12. Photography by Supporters**

Whilst we understand that parents or carers may want to take photographs and/or video of their children we would ask that this is done considerately. In some circumstances, our staff may ask you not to take photographs and/or delete any you have taken. If you'd like to share any photos or footage you have with us please do via email to [hello@OodlesTraining.com](mailto:hello@OodlesTraining.com)

#### **13. By signing up to these T&Cs you acknowledge that:**

All sport has risks attached, and you give your permission for the athlete you are registering to participate in all the activities. You acknowledge that Oodles Training cannot be held liable for any injury or accident that may occur. Should an injury occur, we will have first aid trained members of staff on site. If that injury is of a serious nature and requires hospital treatment, every effort will be made to speak with the named emergency contact; however in the event that we cannot make contact, the senior member of staff acting 'in loco parentis' will act in the best interests of the course participant. We will use the details you provide on your booking form to contact you. It is your responsibility to take insurance against personal injury, accident or loss whilst on an Oodles Training course should you wish to do so.

### **OODLES EDUCATION / OODLES WORKPLACE COURSES**

#### **14. Joining Instructions:**

Please ensure that you forward on joining instructions you will receive to all participants to ensure they arrive on time and properly equipped.

#### **15. Own Venue Courses**

It is your responsibility to ensure the room provided is furnished appropriately and big enough for the course activities. The venue should have adequate lighting and temperature control. It is also your responsibility to provide welfare facilities (toilets, tea, coffee etc). Our staff will require access to the training room approximately 1 hour prior to the course start time to set-up and for 30 minutes after the course finish time to pack away. If you have any queries about what is required for the training room please email us [hello@OodlesTraining.com](mailto:hello@OodlesTraining.com)

#### **And Finally!**

We really hope you enjoy your time with us at OodlesTraining. If there are any problems or worries, please give us a call, or send an email to [hello@OodlesTraining.com](mailto:hello@OodlesTraining.com), as we like to think we are pretty friendly and are good at sorting out problems.

See you on the course soon!