

## INFORMATION SHEET

Dear Parent,

Thank you for choosing to book an Elite Development course. This sheet gives you information regarding our sessions and services that answer many of our frequent queries regarding registration, safe play, and cancellations. Please feel free to contact us using the details at the bottom of this sheet if you require any more information.

### PLAYER REGISTRATION

Parents/Guardians must fill out a sign-up sheet before children can join in on session

If a player is arriving for their first session, we allow the parent to sign up at the end of the first session. This allows them to have a trial experience. If they decide that they wish to continue, we ask for full course fees. If they decide not to continue with our course, a one week session fee is chargeable.

If a player knows in advance that they cannot attend a session, we reduce the sign-up fee at a pro rata rate. If a player misses sessions no refund or credit is offered retrospectively.

THE MAXIMUM DISCOUNT WE OFFER IS 3 WEEKS FROM ANY 10 WEEK COURSE. THE MAXIMUM DISCOUNT WE OFFER IS 1 WEEK FROM ANY AFTER SCHOOL CLUB.

Courses are booked and filled on a 'first come, first served' basis. This means that there is no guarantee that your child will continue with your preferred time and course location unless bookings are made in advance of the course start date.

Once payment is made for any of our sessions or services, and the course commences, all sign up payments are non-refundable unless there are extenuating circumstances.

### SAFE PLAY

All children MUST be wearing Shin pads to our football sessions. This is compulsory, and no child can participate without them.

Children are expected to wear warm, weather appropriate clothing and attend with lots of water/liquids.

Our coaching staff may refuse play to anyone wearing inappropriate equipment/clothing for session.

### WEATHER POLICY AND CANCELLATIONS

We will play in light rain. If it is heavy rain/thunder/lightning, then we cannot play with our youngest age group and therefore the session should be cancelled.

If the weather is scheduled to be horrible prior to our session and throughout, and we are able to make a decision early every parent will be contacted (text or call) and made aware of the decision in advance of the session.

If you are unsure of whether the session will be playable, a decision on the session will be made on the field. If the session runs and parents do not turn up, no replacement session is offered. If you do not receive a phone call or text from us, it is expected that you travel to the field.

If parents/players are unsure of whether the club will run, the Elite Feet website has a News/Updates page where you can find out the status of your session ([www.elitefeetfootball.com](http://www.elitefeetfootball.com) – Click News/Updates). This is normally updated by 8am in the morning. If the page is not updated, it is assumed you should travel to the session where a decision is likely to be made on site.

In the event of cancellations, Elite Feet offer one compulsory 'make-up' session. We will endeavour to make up the complete course, as we run our 10 week courses over a 12 week period and this should allow for extra session time if needed, however no refund/credit is offered where more than one session is missed due to adverse weather conditions.

In the event that you have booked a course, and we cannot run the club for any reason you will be offered a replacement session, or a full refund.

If a session is cancelled due to any other reason than the weather you will receive a full refund or credit.

Office: 020 8 344 2044/45/46 Email: [info@elitefeetfootball.co.uk](mailto:info@elitefeetfootball.co.uk)