

Loves Football – Terms & Conditions

Definitions

- “We”, “Us”, “Our”, or “the Club” refers to Loves Football and its employees.
- “You”, “Your”, or “Parent/Guardian” refers to the person enrolling a child.
- “EnrolMy” refers to our primary booking and payments system.
- “Class4Kids” refers to a legacy booking system provider, used for certain bookings during our transition to EnrolMy. Reference to either system applies according to which platform your booking was made through.

1 – Booking

- All bookings and payments must be made in advance via EnrolMy or, where applicable, Class4Kids.
- Missed trial sessions are non-refundable.

2 – Subscription and Block Booking

- You can choose either a monthly subscription (rolling payment) or pay for a full half-term block in advance.
- Monthly Subscriptions: A 31-day notice period is required to cancel your monthly subscription. You must submit a cancellation request via our online form at least 31 days before you wish to end your subscription. You will remain liable for any payments due during the notice period. No refunds are given for subscription payments already processed.
- Block/Term Bookings: Once a block or term booking is made and payment is received, this is non-refundable and cannot be cancelled. The full fee is due, regardless of attendance or subsequent withdrawal.
- Payments must be made before sessions are attended.

3 – Outstanding Payments & Debt Recovery

- All fees must be paid in accordance with our payment terms.
- Payments are due by the date stated on your invoice or booking confirmation.
- *If payment is not received, we reserve the right to suspend your child’s place with immediate effect. If payment remains outstanding beyond any deadline stated in our communications to you, we reserve the right to permanently release your child’s place to another child on the waiting list. Re-enrolment thereafter will be subject to availability.*
- We will pursue any outstanding amounts to the full extent of the law. This may include engaging a debt recovery agency or taking legal action.

- Any costs incurred in the recovery of unpaid fees may be added to the outstanding balance.
- Where payment remains outstanding beyond the deadline stated in our communications to you, we reserve the right to charge a £10 late payment administration fee, reflecting the reasonable administrative cost of managing overdue accounts. This fee will be added to your outstanding balance and communicated to you before being applied.

4 – Cancellation

- Monthly Subscriptions: To cancel, you must complete the cancellation form at <https://www.lovesfootball.com/cancellation> at least 31 days before your intended end date. Your subscription will remain active and payable for the full 31-day notice period following your cancellation request. No refunds or partial credits are given for any unused time within this period.
- Block/Term Bookings: Block and term bookings are non-cancellable and non-refundable. Once payment is made, no refund or credit will be given for any reason.
- No other forms of cancellation will be accepted (e.g. WhatsApp, text messages, spoken word, email, letter).
- In the rare event of overpayment, a refund may be issued minus a 5% transaction fee to cover costs associated with processing the refund.
- If you raise a payment dispute via your bank, our payment provider (Stripe) will issue Loves Football with a £15 dispute charge. If the dispute is resolved in favour of Loves Football, you will be liable to pay this £15 charge.

5 – Attendance & Cancelled/Missed Sessions

- No refunds or credits will be given for missed sessions.
- If sessions are moved or cancelled due to safety concerns (such as lightning, wind, snow, ice, leaky roof, damage to the playing surface or arena, or school exams), we will try to offer an alternative session – usually at another time or day, or by switching to an alternative pitch or sports hall.
- This is not always possible, and you are encouraged to attend other available sessions to make up for missed time.
- If you are unable to attend a session for any reason, you are welcome to attend another session of the same type (subject to availability) to compensate, but this is not guaranteed.

6 – Weekly Session Dates

- Weekly sessions run during school term time only.

- There are no regular sessions during school holidays or half-term breaks, except for August, when sessions may continue.
- We publish term dates in advance. It is your responsibility to check these dates on our website or with the club.
- Sessions do not run on Bank Holidays unless otherwise stated.
- If a session is cancelled due to unforeseen circumstances, we will notify you as soon as possible.

7 – Communications

- We communicate important updates, session changes, and news via email, WhatsApp, Telegram, and our website.
- It is your responsibility to ensure your contact details are kept up to date.
- We may also use SMS or phone calls for urgent matters.
- By enrolling, you consent to receive communications relevant to your child's participation.
- You can opt out of marketing communications at any time.

8 – Health & Safety

- All our coaches are DBS checked and hold current first aid and safeguarding certificates.
- You must inform us of any medical conditions, allergies, or injuries your child has before attending sessions.
- Children must bring correct footwear, shin pads, and a drink to every session.
- Loves Football follows strict safety protocols, including regular pitch checks, accident logging, and supervision of exits.
- In the event of an accident or emergency, we will use the emergency contact details you provide.

9 – Behaviour & Conduct

- All children, parents, and guardians are expected to behave respectfully towards coaches, staff, and other families at all times.
- Bullying, abusive language, or disruptive behaviour will not be tolerated and may result in removal from sessions without refund.
- We expect all participants to follow the instructions of coaches and staff for the safety and enjoyment of everyone.
- You must not enter the pitch or interfere with sessions unless invited by a coach.

10 – Photography & Media

- We occasionally take photographs and videos during sessions for use on our website, social media, and promotional materials.
- By enrolling, you consent to your child being included in such media, unless you notify us in writing that you do not wish your child to be photographed or filmed.
- We will always respect requests for no photography or filming if notified in advance.
- All media is used in accordance with our safeguarding and privacy policies.

11 – Personal Property

- Loves Football cannot accept responsibility for loss or damage to personal property brought to sessions.
- Please ensure all clothing and equipment are clearly labelled with your child's name.
- We recommend valuables are left at home.

12 – Complaints & Feedback

- We welcome all feedback and aim to resolve complaints promptly and fairly.
- Any concerns or complaints should be raised directly with us via our contact form, email, or in person at sessions.
- We will acknowledge receipt of your complaint within 3 working days and aim to resolve it within 10 working days.
- All feedback is used to help us improve our service.

By enrolling your child, you agree to abide by these Terms & Conditions. Loves Football reserves the right to update these Terms & Conditions at any time. The latest version will always be available on our website.