

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 used by some existing customers. Customers currently on Class4Kids remain fully liable for all payments until they formally request cancellation in writing and have successfully migrated to EnrolMy. The onus is on the parent or guardian to initiate this process.

1 – Membership Tiers

Loves Football offers three membership tiers: Bronze, Silver, and Gold. Each tier includes a defined set of benefits as published on our website at the time of enrolment. Benefits are non-transferable and non-refundable.

2 – Registration Fee

A registration fee is payable by all new and returning members. This fee covers the cost of your child's training kit (football kit). Upon payment, you will receive a link to order the kit directly.

The registration fee is strictly non-refundable under any circumstances, including but not limited to: cancellation of membership before or after kit is ordered, decision not to use or return the kit, or dissatisfaction with the kit. By paying the registration fee, you accept that no refund will be issued regardless of the reason.

The registration fee is also payable by any customer who cancels their membership and subsequently rejoins, regardless of the length of their previous membership.

3 – Trial

We may offer a free trial session or charge a trial fee. The applicable fee, if any, will be visible on our website at the point of booking. Trial fees are strictly non-refundable and non-transferable. If you do not attend your trial session, no refund or credit will be issued.

4 – Subscription

Monthly subscriptions are rolling and continue until formally cancelled in accordance with these Terms & Conditions.

Non-attendance does not constitute cancellation. You remain fully liable for all subscription payments until a valid cancellation request has been received, processed, and confirmed by us in writing.

A 31-day notice period is required to cancel. You must submit your cancellation request via our online form at <https://www.lovesfootball.com/cancellation> at least 31 days before your intended end date. You will remain liable for all payments due during the notice period. No refunds are given for payments already processed.

No other forms of cancellation will be accepted, including WhatsApp, text message, spoken word, email, or letter.

5 – Gold Membership – Minimum Commitment

Gold membership requires a minimum initial commitment of three months from the date of joining.

You may not cancel Gold membership within the first three months. Any cancellation request submitted during this period will not be processed until the three-month minimum term has been completed, at which point the standard 31-day notice period will begin.

For example: if you join on 1st September, you cannot cancel before 1st December. If you submit a cancellation request on 1st December, your membership will end on 1st January, subject to the 31-day notice period.

6 – Membership Pause (Gold Only)

Gold members may pause their membership for a maximum of one month per 12-month period, calculated from the date of the last pause. Subsequent pause entitlement resets 12 months after the start date of the previous pause, subject to the following conditions:

- 31 days' written notice is required to pause, submitted via our cancellation form
- Membership cannot be paused within the first three months of joining
- Unused pause entitlement cannot be carried forward

7 – Player Development Platform

All membership tiers include access to our player development platform, delivered by TalentLMS, as an add-on to your membership. A platform fee applies and is billed separately via Stripe, in addition to your monthly membership subscription. The current fee is published on our website and is subject to change for new members. Existing members will be given notice of any fee change.

The platform fee is subject to the same 31-day cancellation notice as your membership subscription.

We reserve the right to amend the platform fee at any time at our discretion. We will provide reasonable notice of any fee change via our usual communication channels prior to the change taking effect. Continued use of the platform following notification of a fee change constitutes acceptance of the new fee.

Upon cancellation of membership, access to the player development platform will be removed and all associated data will be permanently deleted. This data cannot be recovered. Membership cannot be paused or restarted on the platform other than through the Gold membership pause process described above.

8 – August Payment

From the 2026/27 season onwards, memberships are charged across 12 months of the year, including August.

Weekly sessions pause during August as normal. Your August payment may be offset against the cost of our summer holiday camp only. This offset is not transferable, has no cash value, and cannot be applied to any other product, service, or future year.

9 – Added Value Benefits

Certain membership tiers include added value benefits such as a personalised water bottle, football, EA FC personalised player card, and other items as published on our website. These benefits are non-transferable, have no cash value, and cannot be exchanged, refunded, or carried forward.

10 – 1-to-1 Coaching Sessions (Gold Only)

Gold members receive four discounted 1-to-1 coaching sessions per academic year, bookable at mutual convenience with a Loves Football coach.

These sessions must be taken within the current academic year. They cannot be rolled forward to the following year, transferred to another person, exchanged for any other benefit, or redeemed for cash.

11 – 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, we reserve the right to permanently release your child's place.

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 recovery may be added to the outstanding balance.

Where payment remains outstanding beyond the stated deadline, we reserve the right to charge a £10 late payment administration fee. This will be communicated to you before being applied.

12 – Cancellation

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. No refunds or partial credits are given for any unused time within this period.

No other forms of cancellation will be accepted.

If you raise a payment dispute via your bank, our payment provider (Stripe) will issue Loves Football with a £20 dispute charge. You will be liable to pay this £20 charge regardless of the outcome of the dispute.

13 – Attendance & Cancelled 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 school exams), we will try to offer an alternative session. This is not always possible.

If you are unable to attend a session, you are welcome to attend another session of the same type, subject to availability. This is not guaranteed.

14 – Weekly Session Dates

Weekly sessions run during school term time only. There are no regular sessions during school holidays or half-term breaks.

Sessions do not run on Bank Holidays unless otherwise stated. Term dates are published in advance on our website. It is your responsibility to check these dates.

15 – Communications

We communicate updates via email, WhatsApp, SMS, and our website. It is your responsibility to ensure your contact details are kept up to date. By enrolling, you consent to receive communications relevant to your child's participation. You can opt out of marketing communications at any time.

16 – Health & Safety

All 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. This includes, but is not limited to, conditions such as asthma – please ensure your child brings any required medication, such as an inhaler, to every session.

Children must bring correct footwear, shin pads, and a drinks bottle 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.

17 – 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.

You must not enter the pitch or interfere with sessions unless invited by a coach.

18 – 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 unless you notify us in writing otherwise. We will always respect requests for no photography or filming if notified in advance.

19 – 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.

20 – Complaints & Feedback

We welcome all feedback and aim to resolve complaints promptly and fairly. Complaints should be raised via email, WhatsApp, or SMS. We will acknowledge receipt within 3 working days and aim to resolve within 10 working days.

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.