



THE PARKLANGLEY CLUB

44a Wickham Way, Beckenham, Kent, BR3 3AF
020 8658 9028 • info@theparklangleyclub.co.uk
www.theparklangleyclub.co.uk



1. Welcome

Welcome to The Parklangley Club Coaching Programme

We are delighted that you are joining us, and we are confident that all participants can develop their games through our progressive and inclusive structure. Each participant will enter the journey at different ages and stages and will also be on different pathways, one of our primary goals is to ensure all our participants move through the coaching programme at the correct time and thus mirror the competition structure.

Our classes will involve an integrated approach to teaching and our philosophy is to develop the person first and the player second. Many of the skills which are taught in our sessions can be transferred into other sport and everyday life. Our sessions take place in a safe, secure, challenging, professional but fun environment.

All our coaching team hold qualifications and accreditation with the relevant governing body and the team also retain up to date first aid and safeguarding certification. Registers are taken at the beginning of each session; we provide the highest of safeguarding standards and as a club we currently score the highest grading achievable as a result our safeguarding audit.

Our coaching programme team are always at hand and happy to assist you and we pride ourselves on responding quickly to enquiries and providing the correct information.

The following are the Terms and Conditions of Service for the Parklangley Coaching Programme, which encompasses all Tennis for Free sites, Wickham Park TC, Chislehurst TC, Knoll LTC, Squash and Badminton coaching. All customers are required to accept these Terms and Conditions of Service prior to participation.

The Parklangley Club may, from time to time, review and update these Terms and Conditions, and reserves the right to amend or introduce any rules necessary to ensure the safe and efficient operation and financial viability of its facilities and programmes.

Yours sincerely

The Coaching Programme Team



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2. Payment Arrangements

All coaching fees are collected termly in advance. Approximately 3-4 weeks before the end of the term we will invite you to re-join for the following term via email. If we do not hear from you, you will automatically be renewed. We will then email you your invoice for the new term along with term dates and cost. The date of your payment will appear on your invoice. If do not wish to re-enrol for the next term, we require 4 weeks' notice via email to susan.finch@theparklangleyclub.co.uk. If you join mid-course your pro rata payment will be taken as per the date given on the invoice. Payment methods include online payment, debit or credit card and childcare vouchers. We do not accept cash, cheques or BACS payments.

If you wish to split your termly fees into two payments, at no extra cost, this can be requested via email to susan.finch@theparklangleyclub.co.uk at least 7 days in advance of the payment collection date, taking into consideration bank holidays and weekends.

We reserve the right to cancel your/your child's place in the coaching programme if full payment has not been received on time or your direct debit payment is rejected for any reason. Should it be necessary for us to contact you more than 3 times for payment, you will be excluded from our programme permanently.

3. Membership Requirements

You **do not** need to be a member of The Parklangley Club to be receive group coaching. However, if you are not a member, a £1.50 non-member surcharge will be added to each session, this excludes tots. For juniors attending more than one session per week, we recommend that you do become a member as it is more cost effective. Please note, for those attending one-to-one coaching onsite, membership is required. Please visit our website www.theparklangleyclub.co.uk to view the advantages of becoming a member of The Parklangley Club.



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4. Cancelled sessions

If for any reason The Parklangley Club are unable to run a session, participants will receive a full refund. This will be communicated by the coaching programme team via email or telephone at the earliest possible time.

All refunds will be raised immediately, and participants will receive the funds at the next payment schedule, typically, this is on or around the 2nd of each month taking into consideration bank holidays and weekends. Please note, the refund will be offset against any outstanding charges on account with the balance given back after this has been taken into consideration.

5. Cancellation Policy

There is a four-week notice period for all group coaching sessions. For those wishing to cancel, we require notice **in writing** by emailing susan.finch@theparklangleyclub.co.uk

If you wish to cancel at the end of a term, this coincides with the with our payment arrangements meaning there will be no more to pay going forward.

Those cancelling once the term has started will receive any refund owed once the four-week notice period has been served. A refund will be arranged, and participants will receive the funds at the next payment schedule, typically, this is on or around the 2nd of each month taking into consideration bank holidays and weekends. Please note, the refund will be offset against any outstanding charges on account with the balance given back after this has been taken into consideration.

All participants are welcome to attend their sessions during the notice period.

For those who cancel due to injury or illness, The Parklangley Club are unable to reserve spaces in group sessions. If the participant would like to re-enrol once healthy enough to do so we cannot guarantee a space in the session that they were originally in, as it may have become fully subscribed in their absence.

Under these circumstances, The Parklangley Club would offer an alternative session and promote the participant to the top of the waiting list of their former class if requested.



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6. Disqualification

The Coaching Team reserve the right to disqualify any participant who breaches the Parklangley Club Code of Conduct. This can be found by visiting www.theparklangleyclub.co.uk.

Players and parents are expected to be punctual, listen to instruction and be polite. Any form of aggressive, threatening, or unsavoury behaviour towards our coaches, staff, or in the case of parents towards their children, will not be tolerated. Anyone behaving in this manner will be asked to leave the club and the coaching programme. This includes, but is not limited to:

Physical Abuse

Verbal Abuse

Sexist, misogynistic behaviour or unwelcomed attention

Bullying

Racism

Any form of discrimination

Coaches reserve the right to ask parents displaying this kind of behaviour to leave the immediate vicinity of the coaching session and return to collect their child at the end of the session.

For our part, we are committed to be professional, treat every player as an equal, be positive and reinforce positive behaviour, put the person first and the player second, motivate, encourage and do everything possible to make the coaching experience the best it can be.

7. Photography and Social Media

By agreeing to our terms and conditions, you agree to having your/your child's photograph taken by the Parklangley Club at any time whilst taking part in the sessions. The Parklangley Club reserves the right to use any such photographs for press and/or promotional purposes. Please inform us in writing if you do not wish your child to be photographed. If you find an image or video of your child on our promotional channels (such as our website and social media pages) that you would like us to remove, please email us and we will do so immediately.



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8. Health and Wellbeing

You confirm that you/your child does not suffer from health problems that would hinder exercise or prevent you/your child from engaging in exercise, or that would be detrimental or adverse to you/your child's health, safety or physical condition if you/your child did exercise. In case of any doubt, you shall seek advice by a medical doctor who should confirm the ability to exercise. Help us help you by disclosing any condition that may affect your child while being coached. It is also your responsibility to update us of any changes to your condition.

We take the welfare of you/your children very seriously. For any safeguarding concerns, please contact one of our safeguarding officers:

Dave.cooke@theparklangleyclub.co.uk

Kelsey.conway@theparklangleyclub.co.uk

9. Squad Composition

Players are placed into squads dependent upon several factors including, but not limited to, age, ability, pathway progression and location of squad. Whilst we always consider players preferences and wishes, we must take a holistic approach to ensure the squads are as compatible as possible. Should a player become incompatible for a group, even if it is during the term, for example, if other players are progressing quicker, we will attempt to find a more suitable squad for that player and present alternate options to you.

10. Complaints Procedure

If you are unhappy with any aspect of the coaching programme, we would ask you to contact the office.



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