

# Terms and Conditions

Terms and Conditions set out by North Lanarkshire Titans CIC.

## Customer Information

As your child's parent or guardian, it is your responsibility to:

- Notify us of any medical conditions that your child has
- Ensure that all medications for your child are brought along to classes
- Ensure that your emergency contact details are up to date
  
- We aim to make our classes available to all. We ask that you notify us before booking a class or trial if your child needs any additional support. This will allow us to discuss your child's needs. Please note we cannot provide one to one support.
  
- We will only share your child's information with staff at North Lanarkshire Titans.

## Monthly Subscription/Payment

- All monthly subscriptions are collected on the 1st of each month.
- If you wish to cancel your monthly subscription, please write to us 28 days before your next payment is due. If you don't give us at least 28 days notice, you will still be charged for the next month.
- If you need to update your payment details, please email us at [info@nltitans.com](mailto:info@nltitans.com)
- We will communicate with you after 15 days if payment has not been made. We will attempt to call and write to you to check if details need updating.
- If payment is not made 30 days after we've communicated the missed payment(s), your subscription will be cancelled, and your child removed from the class.
- If you fail to make regular monthly payments, we have the right to refuse monthly payments as a payment option to you in the future.
- Subscriptions are taken 12 months of the year. Club will be active for approximately 40 of 52 weeks (plus run free camps in school holidays where necessary). Annual cost for each age group is divided into 12 smaller payments to keep costs of our classes as affordable as possible.

## Trials

- If your child is attending our classes for the first time, they are entitled to 1 trial classes.
- Once you have trialled classes at our club, you cannot try the same class again at a later date should you chose not to join straight away.

- Your child can trial a different class at our club as per the terms and conditions outlined above.

### **Membership / Setup Fee (if applicable)**

- Your membership fee is a one-off/annual payment of £100
- Your membership fee means you will get North Lanarkshire Titans kit that will be assigned to the player and other equipment, if necessary.

### **Cancellations and Refund**

- If you cancel your class **before** the new term begins, you will receive a full refund for your **term payments**
- If you miss a class, we do not offer refunds or makeup classes
- In the case of long-term illness, we will ask for a doctor's note and provide you with a pro-rata refund

### **Attendance**

- A responsible parent or guardian must contact us if your child cannot attend a class for any reason
- If your child doesn't attend a class after 4 consecutive weeks without any contact from a parent or guardian, we have the right to remove them from the class list
- If we, the club, need to rearrange a class due to staff sickness, health epidemic, venue maintenance issue or any other unforeseen circumstance, we will re-arrange this session\*

*\*This session may take place on a different day/date, or at a different venue. We will write to you with the details.*

### **Feedback and Complaints**

- We take all feedback and complaints very seriously
- If you wish to make a complaint, please email to [info@nltitans.com](mailto:info@nltitans.com) and mark subject as "Complaint" or "Feedback". Although you can speak to your child's coach about any issues or concerns you have, if you wish to have your complaint addressed, it **MUST** be made in writing. Please include the participant's name and class they attend (including venue).

- We will look at your complaint and get back to you with an initial response within 7 days.
- We aim to fully resolve your complaint within 14 days. However, it may take longer depending on the issue you've raised. We take complaints on a case-by-case basis and will discuss specific timescales with you if we cannot resolve this within 14 days.