



# Parent Terms & Conditions

After-School Gymnastics & Multi-Sport Clubs



Version 1.0 | 2026

[www.activeschool.org.uk](http://www.activeschool.org.uk) | [info@activeschool.org.uk](mailto:info@activeschool.org.uk)

**Please read these terms carefully before completing your registration. By submitting your booking and payment you confirm that you have read, understood, and agreed to these Terms & Conditions in full.**

## 1. About Us

Active School Org (ASO) delivers structured, high-quality gymnastics and multi-sport after-school clubs in UK primary schools. We operate using the UKAG Awards Framework, providing children with a safe, fun, and progressive activity programme.

We work in partnership with your child's school to deliver sessions as part of their enrichment programme. The school hosts our sessions free of charge and supports us in communicating with families.

Contact	Details
General Enquiries	<a href="mailto:info@activeschool.org.uk">info@activeschool.org.uk</a>
Website	<a href="http://www.activeschool.org.uk">www.activeschool.org.uk</a>
Complaints	<a href="mailto:info@activeschool.org.uk">info@activeschool.org.uk</a>
Accounts & Billing	<a href="mailto:info@activeschool.org.uk">info@activeschool.org.uk</a>

## 2. How Booking Works

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### 2.1 First-Time Booking

Your child's school will send out a Letter of Interest at the start of a new programme. This letter contains details of the club, how to register your interest, and next steps.

Once you have confirmed your interest, you will receive an invoice for the upcoming half-term block. Your place is not confirmed until payment has been received in full.

### 2.2 Returning Families

Returning families receive priority booking at the end of each term. You will be contacted directly with details of how to re-enrol for the following half-term before spaces are opened to new families.

### 2.3 Booking Platform

All bookings are managed through our online booking system at [www.activeschool.org.uk](http://www.activeschool.org.uk), powered by Wix. You will need to create an account to register your child and complete all required forms.

### 2.4 Registration Forms

As part of booking, you are required to complete:

- Child registration and contact details
- Emergency contact information
- Medical information form
- Photo and media consent form
- Agreement to these Terms & Conditions

**Your child's place cannot be confirmed until all registration forms are fully completed and payment has been received.**

## 3. Fees and Payment

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### 3.1 Session Fees

Sessions are charged at £9 per session. Clubs run in half-term blocks of 6 sessions, making the standard block fee £54 per child.

The number of sessions per block may vary slightly depending on the school term calendar. Any variation will be communicated clearly at the point of booking.

### 3.2 Payment Schedule

Payment is required upfront at the start of each half-term block. Your place is not confirmed until payment is received in full.

### 3.3 Payment Methods

We accept the following payment methods via our Wix booking platform:

- Debit or credit card
- PayPal

We do not currently accept childcare vouchers. We will update families if this changes in future.

### 3.4 Late Payment

If payment is not received before the start of the block, your child's place may be released to another family on the waiting list. If you are experiencing difficulties with payment, please contact us as early as possible at [info@activeschool.org.uk](mailto:info@activeschool.org.uk).

## 4. Cancellations and Refunds

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### 4.1 Cancellation by Parent

**We operate a no refund policy once a booking has been confirmed and payment received. Places are limited and your booking removes the opportunity for another child to attend.**

#### **Exception — Injury or Medical Reason:**

If your child is unable to attend due to injury or a medical condition, we will offer a transfer of their remaining sessions to the following half-term block, subject to availability. A medical note or confirmation from a healthcare professional may be required. We are unable to offer cash refunds in these circumstances.

### 4.2 Cancellation by Active School Org

In the rare event that we need to cancel a session due to coach absence, school closure, or circumstances outside our control, we will:

- Where possible, transfer the session to the end of the current block or reduce the following term's fee by one session
- Where this is not possible, issue a pro-rata refund for the cancelled session only

We will always notify you as early as possible if a session is cancelled. Notification will be sent via email from our admin team or the school's reception.

### 4.3 School Closures

If a school closes unexpectedly (e.g. due to adverse weather or an emergency), the session will be cancelled. ASO is not liable for school-led closures. We will follow the same process as 4.2 above.

## 5. Attendance

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### 5.1 Your Responsibility

Once booked, you are responsible for ensuring your child attends regularly. We do not offer refunds or transfers for sessions missed due to holidays, other commitments, or simply not attending.

### 5.2 Letting Us Know

If your child will not be attending a session, please let us know in advance by emailing [info@activeschool.org.uk](mailto:info@activeschool.org.uk). This helps our coaches plan effectively and manage registers accurately.

### 5.3 Late Arrival

Sessions begin promptly. Children arriving more than 15 minutes late may be unable to join the session for safety reasons, at the Lead Coach's discretion. No refund will be issued for sessions missed due to late arrival.

## 6. Collection and Dismissal

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### 6.1 Collection Policy

Children will only be released to a named adult listed on their registration form. Please ensure your collection contacts are kept up to date at all times.

If someone different is collecting your child on a particular day, you must notify us in advance by emailing [info@activeschool.org.uk](mailto:info@activeschool.org.uk) or by informing the Lead Coach at the start of the session. We will not release a child to an unknown adult without prior confirmation.

### 6.2 Late Collection

Sessions end at the time stated in your booking confirmation. If your child has not been collected within 15 minutes of the session ending, our coaches will:

1. Attempt to contact the parent or guardian on the registered number
2. Attempt the secondary emergency contact if no answer
3. Contact the Area Lead for further guidance

Children will remain supervised at all times. If we are unable to reach anyone after reasonable attempts, we may be required to follow the school's safeguarding protocol.

**Persistent late collection may result in your child's place being reviewed.**

### 6.3 No Self-Dismissal

Children will not be permitted to leave the session unaccompanied, regardless of age, unless written permission has been provided in advance and agreed by the Area Lead and school.

## 7. Health, Safety and Medical Information

### 7.1 Medical Information

You are required to provide full and accurate medical information for your child at the point of registration. This includes any allergies, medical conditions, medications, or physical needs that may affect their participation.

**It is your responsibility to keep this information up to date. If your child's medical needs change at any point during the term, please notify us immediately at [info@activeschool.org.uk](mailto:info@activeschool.org.uk).**

### 7.2 Allergies and Epi-Pens

If your child has a severe allergy and requires an epi-pen or other emergency medication:

- This must be disclosed fully at the point of registration
- The medication must be brought to every session in a clearly labelled bag
- Our Lead Coach will ensure it is kept courtside and within reach throughout the session
- Medication will be returned directly to you at the end of every session — it does not stay at the school

If your child's epi-pen or medication is not present at the start of a session, we may not be able to allow your child to participate until it is confirmed as available. Your child's safety comes first.

### 7.3 First Aid

Every session is led by a qualified Lead Coach holding a valid Paediatric First Aid certificate. A fully stocked first aid kit is present at every session.

By registering your child, you give consent for our coaches to administer basic first aid in the event of a minor injury. For serious injuries, emergency services will be contacted immediately and you will be notified as a priority.

### 7.4 Illness

Please do not send your child to a session if they are unwell. Children showing signs of illness during a session may be separated from the group and you will be asked to collect them promptly.

We follow the standard 48-hour rule for sickness and diarrhoea — children should not attend within 48 hours of their last episode.

## 7.5 Medication During Sessions

Our coaches are not able to administer prescription medication. If your child requires medication during a session, please contact us before the term begins so we can assess what support is possible.

## 8. Additional Needs and Inclusion

Active School Org is committed to being inclusive. We welcome children of all abilities, backgrounds, and needs.

### 8.1 Disclosing Additional Needs

If your child has additional needs, a disability, or a condition that may affect their participation, please disclose this fully on the registration form and contact us directly at [info@activeschool.org.uk](mailto:info@activeschool.org.uk) before the term begins.

Early disclosure allows us to plan appropriately and ensure your child has the best possible experience with us.

### 8.2 Trial Period

Where additional support may be needed, we may offer a trial period to assess whether our sessions are the right fit for your child. During this period, if you hold a valid Enhanced DBS certificate, you may attend sessions alongside your child to provide support.

**Due to coach-to-child ratios and safeguarding requirements, our coaches are unable to provide one-to-one dedicated support during sessions. If you attend as a parent supporter, this is to support your child only — not to coach or manage other children.**

### 8.3 Our Commitment

We will always try to make reasonable adjustments. If we do not feel we are able to meet your child's needs safely within our current structure, we will tell you honestly and help you explore alternative options.

## 9. Behaviour

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### 9.1 Expected Behaviour

We expect all children to treat coaches and fellow participants with respect. Our coaches work hard to create a positive, inclusive environment and behaviour that disrupts this will not be tolerated.

### 9.2 Managing Behaviour

Our coaches are trained to manage behaviour calmly, positively, and without physical intervention. We use encouragement, redirection, and structured activities to keep children engaged and happy.

### 9.3 Serious or Persistent Behaviour

In cases of persistent disruptive behaviour, physical aggression, or behaviour that puts others at risk, we will:

4. Speak with the parent or guardian after the session
5. Agree a behaviour plan where possible
6. If behaviour continues, we reserve the right to suspend or permanently remove a child from the programme

No refund will be issued in cases of removal due to behaviour.

### 9.4 Parent Behaviour

We expect all parents and guardians to treat our coaches, school staff, and other families with respect. Aggressive, threatening, or abusive behaviour toward our team will result in immediate removal from the programme without refund.

## 10. Photography and Media

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### 10.1 Photo Consent

At the point of registration, you will be asked to give or withhold consent for your child to be photographed or filmed during sessions.

Photos and videos may be used for:

- Our weekly school newsletter insert
- Our website and social media channels
- Internal training and quality purposes

### 10.2 No Consent

If you do not give consent, your child will not be photographed or filmed. Please ensure you update us if your consent preference changes during the year.

### 10.3 Photography During Sessions

Parents and coaches are not permitted to take personal photographs or videos during sessions. All media is managed centrally by ASO. This policy is in place to protect all children in our care.

## 11. Data Protection and Privacy

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### 11.1 How We Use Your Data

We collect and store personal data about you and your child in order to:

- Manage bookings and payments
- Communicate about sessions and programme updates
- Ensure the safety and wellbeing of your child
- Meet our safeguarding and legal obligations

### 11.2 Where Data is Stored

Your data is stored securely within our Wix booking platform. We do not share your personal data with third parties without your consent, except where required by law or for safeguarding purposes.

### 11.3 Your Rights

You have the right to access, correct, or request deletion of your personal data at any time. To make a request, email [info@activeschool.org.uk](mailto:info@activeschool.org.uk). We retain data in line with our GDPR policy and statutory obligations (typically 6 years).

### 11.4 Communication

By registering, you agree to receive communications from ASO relating to your booking, session updates, and programme information. You may opt out of marketing communications at any time by emailing [info@activeschool.org.uk](mailto:info@activeschool.org.uk).

## 12. School Communication

Active School Org works closely with your child's school throughout each term. Here is how we communicate:

Communication	Who Sends It	When
Letter of Interest	School (on behalf of ASO)	Start of new programme
Booking Confirmation	ASO directly	After payment received
Weekly Update Email	ASO to school reception	Each week, optional newsletter insert
End of Term Priority Booking	School (on behalf of ASO)	2–3 weeks before end of term
Session Cancellation Notice	ASO directly	As soon as known

If you have a question about your booking or your child's progress, please contact us directly at [info@activeschool.org.uk](mailto:info@activeschool.org.uk) rather than through the school office.

## 13. Complaints

We welcome feedback and take all concerns seriously. If you are unhappy with any aspect of our service, please follow the process below.

Step	Action	Timescale
Step 1 — Informal	Speak to the Lead Coach at the session or email <a href="mailto:info@activeschool.org.uk">info@activeschool.org.uk</a> . Most concerns can be resolved quickly through discussion.	Immediately
Step 2 — Formal	If unresolved, submit a written complaint to <a href="mailto:admin@activeschool.org.uk">admin@activeschool.org.uk</a> including your child's name, school, dates, and nature of the concern.	Within 5 working days
Step 3 — Review	The Operations Director will investigate and respond in writing.	Within 10 working days
Step 4 — Escalation	If still unresolved, you may escalate to <a href="mailto:ops@activeschool.org.uk">ops@activeschool.org.uk</a> .	Within 14 working days

## 14. Changes to These Terms

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Active School Org reserves the right to update these Terms & Conditions. You will be notified of any significant changes by email. Continued enrolment following notification of changes constitutes acceptance of the updated terms.

Document	Details
Current version	1.0   2026
Next scheduled review	September 2026
Owned by	Active School Org Operations Team

## 15. Parent Agreement

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By completing your registration and submitting payment, you confirm that you have read and agreed to these Terms & Conditions in full.

**Please read each box below to confirm your agreement:**

- I have read and understood these Terms & Conditions in full
- All information provided on my child's registration form is accurate and complete
- I agree to the collection and use of my data as described in Section 11
- I give consent for basic first aid to be administered to my child if required
- I understand and accept the booking, payment, and refund policy
- I have provided full and accurate medical information for my child
- I understand that my child will only be released to named adults on my registration form

By completing the registration form and submitting payment through our booking platform, you confirm that you have read, understood, and agreed to these Terms & Conditions in full.

These Terms & Conditions are provided as part of the Active School Org registration process. A copy can be downloaded at any time from [www.activeschool.org.uk](http://www.activeschool.org.uk).

**Thank you for choosing Active School Org.**

We look forward to welcoming your child to the team.

[www.activeschool.org.uk](http://www.activeschool.org.uk) | [info@activeschool.org.uk](mailto:info@activeschool.org.uk)