

Terms and Conditions

Here at Lincoln City Foundation the aim is to provide a high-quality environment for all participants to take part and ensure it is safe and meets the needs. To try and ensure we can create a positive environment and establish the boundaries that the session / programme / project can operate, Terms and Conditions have been produced. These terms and conditions work in conjunction with a range of Trust policies (Fees and Charges Policy, Cancellations Policy, Late Collection Policy and Safeguarding Children and Vulnerable Adults Policy). All these policies are available on our website. Furthermore, we have a Complaints Policy available for people to follow, to bring to our attention any issues or grievances in connection with the above policies and / or the terms and conditions.

The information below provides a breakdown of general terms and conditions for people taking part in the activities alongside specific T&C's for individual programmes and activities. The Foundation reserve the right to deviate from these terms and conditions as we appreciate that circumstances may require our discretion. Any discretion will be made by either the Project / Programme Lead, a member of the senior management team or a Trustee. Please be aware that any decision may require a short period of time due to staff availability but will endeavour to resolve quickly. If unsatisfied by the response, then please follow the complaints procedure.

General

- All activities that we deliver require an Enrolment Forms to be completed prior to taking part either online (if available) or paper
- Participants are required to wear clothing and footwear suitable to the activities taking part. If an activity is taking place at an external venue where safety equipment is required the Foundation will ensure that the external organisation provides the correct equipment and / or clothing and footwear. For any activities that it is the requirement of the parent / participant to provide protection such as shin pads, the Foundation does not accept liability for any injuries sustained. To discuss any requirements please call the office on 01522 563792
- The Foundation does not accept any responsibility for loss or damage to personal property unless caused by a member of staff
- All participants must abide by the 'Code of Conduct' and any infringements may result in the participant being removed from the programme or activity and any fees paid subject to the cancellation policy

Payment Options

The Foundation offer a range of payment options to ensure that fees and payments are collected, and participants are not getting into arrears. The Foundation tries to operate fairly and appropriately and the team are happy to discuss any issues with making payment

The current payment options are:

- Cheques – Payable to “LINCOLN CITY FOUNDATION”
- Cash – Do not send cash in the post, please come into the office or pay the coach at the session if the activity is based away from Lincoln City FC
- Bank Transfer – Sort Code: 20-50-21 Account Number: 40553174 with reference
- Child Care Vouchers – the Foundation can accept Childcare Vouchers for the Football Holiday Club and the Bishop King After School Club. Please contact the office, enquiries@lincolncityfoundation.co.uk or call 01522 563792 to check that the Foundation are registered with a specific scheme. To use childcare vouchers, please leave as much time as possible as payments can be delayed due to the processing.

- Online – Some of the programmes are available to purchase online. Any payment made via this method, the name that will appear on the bank statement is COTECH UK LIMITED

Football Holiday Club

- Places are limited and allocated on a first come, first served basis (on receipt of a completed booking form and payment), places cannot be reserved without payment.
- Online/paper bookings must be received at least one day before the start date/time of the activity.
- NO REFUND can be claimed if you cancel your booking less than 48 hours prior to the start date/time of the course.
- Should your child be unable to attend, and we have received more than 48 hours' notice, a refund or credit voucher (minus a £2 administration fee) for the day of the Holiday Club will be issued.
- If you wish to change your booking, a £2 administration fee will be incurred.
- Loyalty Scheme – In order to receive a stamp, the participant must attend the dates booked. Cards will be stamped on arrival at registration. If you lose your Loyalty Card, you will be issued with a new blank card (same colour), we are not able to back date cards. Only completed cards can be exchanged for promotional items.
- Promotional/Discount codes can only be redeemed through online bookings.

Football Development Centres

- Payment for each month must be made in advance of the first session, your child will not be allowed to take part in the sessions without prior payment.
- All payments will be made via standing order using our online payment system. If anyone has a reason as why they can't do this, please contact Imps in the community to discuss
- All missed sessions including illness, going on holidays, birthday parties, school discos, etc will still need to be paid for.
- If a session is cancelled by Imps in The Community that you have already paid for, you will receive a credit for the next month.
- If you are unsure as to whether a session is cancelled due to severe weather conditions, please check our website, Facebook & Twitter, or contact 01522 563792 after 2pm on the day of the session.
- If your child wishes to leave the Football Development Centre, you must inform us at least 7 working days before the end of the month so we can cancel the recurring payment, no payments already made will be refunded. If you cancel your place less than 7 working days before the end of the month your next payment will be taken and then cancelled thereafter.
- **Elite and Advance Development Centres Only** – All Players are required to purchase the Lincoln City FC training Kit that we supply at a cost of £30.00
- **Elite Development Centre only** – All players are required to attend a minimum 90% of sessions including training and games

Bishop King After School Club

- If a session is cancelled by Lincoln City Foundation or Bishop King CE Primary School that has already paid for, a credit will be provided towards the next invoice or payment
- If a child will not be attending school due to illness, then the following procedure must be followed to gain a credit or not incur fees

- Any absence must be reported to the Foundation office or club phone by 12pm on the given day. If this is done, then a credit will be issued, and / or a fee will not be incurred
- Any unreported absence to the Foundation office or club phone a credit will NOT be issued to those who have pre-paid and a fee will be incurred those who have not paid
- Any absence from school other than illness will follow the same procedure as an unreported absence for illness
- To inform the club that a child will not be attending the club on any given day please call either 01522 563792 or 07516 331920. Please do not call the school
- Sessions should be paid for by the end of each term – this allows payments to be made in several ways – every session, weekly, monthly or termly. Failure to do so will result in your child not being able to attend until the balance is settled.
- All children must be picked up by 17:30 from the after-school club cabin at Bishop King CE Primary School – failure to do so will incur our late fees procedure. If it is known that arrival to collect a child will be late, then please call 07516 331920
 - Late collection is charged at £4 per 15 minutes. These fees will be added to the next invoice
- If a child is not collected by 18:30, the Foundation will follow the Uncollected Child Policy that includes contacting statutory agencies including The Emergency Duty Team and / or the Police
- It is the responsibility of the parent / guardian to update the Foundation of any change in details. Details need to be updated by filling in a new registration form which are available in the school reception or directly from staff at the club

Birthday Parties

- Lincoln City Foundation require a £25 non-refundable deposit at the time of booking a party. This will secure the date for the birthday party.
 - If booking is made 28 days or less before the date of the party, full payment must be made at point of booking
- Full payment must be received at least 28 days before the date of the party. If payment is not received by this date, The Foundation will assume that the party is no longer required, and it will be cancelled, and the date will be released.
- For birthday parties where, full payment has been received and is cancelled then the following cancellation fees apply
 - If cancelled prior to 28 days before the party a FULL REFUND will be provided less a £25 non-refundable deposit.
 - If cancelled between 15-27 days before the party a 50% REFUND will be provided
 - If cancelled 14 days or less prior to the party, NO REFUND will be provided.
 - If cancelled by the Foundation then a FULL REFUND will be provided including the deposit
- For a Matchday Party additional tickets must be ordered and paid for no later than 28 days before the party. If no order is received by this point only the 4 tickets included in the package will be issued.
- For the match day birthday party, the child will receive a full match kit to be worn on the match day. It is the responsibility of the individual booking the package that kit sizes are correct. If a kit is purchased that is the wrong size, then it may not be possible to change on the actual day due to availability of kit in the club shop. Furthermore, if any item of the kit has been personalised and is then the wrong size this cannot be exchanged, and additional cost will be incurred to replace the item of kit

- For match day birthday parties, all matches are subject to change by Lincoln City Football Club. If there is any change to the fixture, then the following options will be provided whereby there is no league game:
 - Birthday Party can still take place however the elements involving the match day will be cancelled and the child will be offered to complete these aspects at a future game through a mascot experience
 - If the fixture changes from a league to a cup game, we will not be able to honour the match day aspects however the above will apply. This is due to restrictions placed on clubs through cup competitions

Match Day Mascots

- Full Payment is due at time of online booking.
- If cancelled prior to 28 days before the Matchday, a FULL REFUND will be provided less a £25 administration fee
- If cancelled between 15-27 days before the Matchday a 50% REFUND will be provided
- If cancelled 14 days or less prior to the Matchday, NO REFUND will be provided.
- All Matches are subject to change by Lincoln City Football Club. If the fixture is re-arranged, the following options will be provided:
 - Move with the fixture to the new date
 - Subject to availability change to a different fixture
 - If fixture is changed due to a cup competition and it is a home fixture and want to retain place, you will be subject to any additional charges this may incur. This is due to restrictions placed on the club for cup competitions and products designed for cup competitions
- The optional 2 additional tickets are required to be ordered and paid for at point of booking.
- To fulfil part of the experience, the Foundation require information about the participant so that the match day programme can be completed. This information is required no later than 28 days before the match day. Failure to provide this information will see it omitted from the programme.
- The mascot will receive a full match kit to be worn on the match day. It is the responsibility of the individual booking the package that kit sizes are correct. If a kit is purchased that is the wrong size, then it may not be possible to change on the actual day due to availability of kit in the club shop. Furthermore, if any item of the kit has been personalised and is then the wrong size this cannot be exchanged, and additional cost will be incurred to replace the item of kit

Guard of Honour and Matchday Experience

- Full Payment is due at time of booking
- If cancelled prior to 28 days before the Matchday, a FULL REFUND will be provided less a £25 administration fee.
- If cancelled between 15-27 days before the Matchday a 50% REFUND will be provided.
- If cancelled 14 days or less prior to the Matchday, NO REFUND will be provided.
- Additional tickets are required at least 28 days before the experience. If no order is received by this date only the 12 junior and 2 adult tickets that are part of the package will be issued.
- All Matches are subject to change by Lincoln City FC. If the fixture is re-arranged, the following options will be provided:
 - Move with the fixture to the new date
 - Subject to availability, change to a different fixture

- If fixture is changed due to a cup competition and the cup competition is a home fixture and you want to retain the date, this will be subject to any additional charges incurred. This is due to restrictions placed on the club for cup competitions.