

## Terms and Conditions for BiG football services

### 1. Payment terms

All costs shall be paid in advance of your son/daughter/child starting the programme. This means that cheques need to be deposited into the BIG (Besty's Inspirational Guidance) account seven days before the start of programme

### 2. Standard terms

Bookings will only be accepted if:

- a. The full purchase price is received by BiG (Besty's Inspirational Guidance) in advance of start of programme.
- b. A valid BIG registration form is received by BiG from a parent/carer of the child that satisfies BiG
  - Participants are required to comply with BiG code of conduct principles during all sessions within the programme.
  - BiG shall not be liable for any incidents that occur during travelling to and from the venues where the programmes are located, or
  - costs that participants incur travelling to venues where the programmes are located

### 3. Cancellation/Transfer of a participants place by the parent/carer

Once a programme place is booked no costs will be refundable where a parent/carer cancels a programme session up to 5 working days prior to the programme date. We encourage substitution, which is permitted free of charge.

Number of working days before the start date and cancellation penalty:

- Up to 5 days: No cancellation charge.
- Less than 5 days: 100% charged as a cancellation fee

Note: Working days are calculated from the next working day following notification, to the day prior to the event.

Cancellation must be confirmed in writing (email is acceptable) and a copy retained by the parent/carer for future reference. You will receive acknowledgement and should retain this with a copy of your written cancellation. This is the only method acceptable for verification of the cancellation notice period, where this is disputed.

### 4. Non-attendance

If your son/daughter/child does not attend a programme session, and you have not previously informed us, the full programme fee remains payable.

### 5. Late arrivals/missed sessions

If you arrive more than 30 minutes late for a session, we reserve the right to refuse your son/daughter/child to participate in that, or part of that session if it would be detrimental to the other participants. In this case, the full course fee remains payable.

### 6. Cancellation of programme sessions by BiG

We reserve the right to change the date of a programme without penalty providing the revised programme date is within 30 working days of the original start date. A full refund will be offered where the revised programme date is greater than 30 working days. No charge will be made where notice is less than 24 hours.