



GEORGE NDAH ACADEMY LTD

Terms & Conditions

1. After Schools Clubs, Tournaments and Holiday Camps

- a. Payment for Holiday Camps, Tournaments and After School Clubs must be made at the time of booking via Membermeister. Your payment secures your booking.
- b. Subscription payments are to be made via stripe payment link that will be emailed to you following your first trial session.. We do not accept cash or bank transfers.
- c. Cancellation and Refund Policy: 48 hours' cancellation notice is required for one off bookings Or 1 month notice for subscriptions.
- d. Parent/Carer/Guardian's Responsibilities; see para 2.9 below.
- e. Amendments / errors made to bookings; see para 2.13a below.

2.Introduction

- a. We aim to provide a committed, long-term coaching service to help our players achieve their soccer potential. By signing up with us, you are joining George Ndah Academy LTD.
- b. We provide coaching over the academic year on a subscription basis.
- c. The academic year and therefore our coaching year runs from September to July (2nd week of July).

2.1 Our Commitment

- a. From September to July, we undertake to provide your child/children with coaching in term time, for which we will charge an equal monthly payment, regardless of the number of weeks in that month.
- b. Once a parent or George Ndah Academy LTD administrator makes the initial booking for a class, the child will be automatically enrolled for every term until the final session in July, unless there is a

cancellation request sent via email (see 2.14a). Please refer to para. 2.7a for subscription contract cancellation details.

2.2 Our Sessions

a. We offer a range of Coaching Programmes with classes of differing durations at various locations and start times, some with eligibility criteria.

b. Payment for these Coaching Programmes can only be made through Stripe subscription link that we email out to you following your trial.

c. We offer a one-week trial at all our sessions which can be made through a booking on Membermeister via our website www.georgendahacademy.co.uk . If, after the trial, you do not wish to attend the next or any further sessions, you must inform us via email at least 4 days before the next session takes place for us to cancel the subscription. Otherwise, we will assume continued attendance and you will be charged accordingly.

2.5 Payment Details

a. Once you have registered your payment card with stripe, your payment will be taken automatically each month Upon subscribing, you will be charged £56.00, this covers payment for a new Kit that consists of our branded Adidas Entrada 26 shirt , Adidas shorts and Adisock 25. Please note that there is an 8 to 10 week wait time on all customised kit.

b. Your monthly payments will include any stripe/Membermeister administration charges that apply at the time.

c. All subscription payments are to be made via the Stripe system. We do not accept cash or bank transfers.

e. Subscriptions are calculated across the coaching year, from September to July and exclude all school holidays as well as the early finish in July. Fees are based on the total number of sessions delivered during this period. A fixed monthly payment applies, regardless of the number of sessions in any given month.

f. Bounced/returned payments: you will be charged £5 fee to cover the added administration fee for a returned transaction. If your subscription payment bounces, we will retry to take the due payment. Your child will not be allowed access to any sessions until payment has been received.

2.6 Subscription Contract Cancellation

a. We require one month's notice of cancellation.

b. All cancellation requests MUST be submitted in writing to info@georgendahacademy.co.uk. The one-month notice period will begin from the date the written notice is received. Please note that notice given directly to a coach will not be accepted.

2.7 Cancelled Sessions

a. We provide high-quality coaching delivered by our committed and highly qualified team of experienced coaches. We are not offering “pay as you play” sessions. In the event that a class is cancelled for any reason, refunds / credits will not be issued. We will, however, try to add additional coaching sessions at a convenient time, usually at the end of the season / term / school holidays. If you are unable to attend the rescheduled session, no alternative provision will be offered.

Please note that in cases of cancellation due to weather conditions, we follow the guidance of the venue provider, who make decisions based on safety considerations.

b. If the cause of the cancellation looks likely to last longer than a fortnight, we will move our classes online and use the opportunity to discuss the non-physical side of the game, including tactics, preparation, conditioning and so on.

2.8 Missed Sessions

a. We do not expect that players will be able to attend 100% of coaching sessions because of injury, illness, holidays etc. but for clarity, there are no refunds for missed sessions.

b. Should a player suffer a significant injury and be likely to miss several sessions, we will consider pausing subscription payments / refund at our discretion. Please notify the office in writing at info@georgendahacademy.co.uk as soon as possible; any agreed paused subscription will take effect from the following month.

2.9 Parent/Carer/Guardian's Responsibilities

a. It is your responsibility (as Parent/Carer/Guardian) to inform us of any special medical conditions at the point of booking, including behavioural issues.

b. It is also your responsibility to ensure your child always has any required medical aid with them (i.e. asthma inhalers etc.).

c. It is your responsibility to advise us immediately of any changes to the information provided on registration forms.

2.10 Permissions

a. By completing our registration form, you give us permission to take photos and videos of your child and use them for promotional purposes. If you wish to opt out, please select to opt out on your Membermeister account confirmation form.

2.11 Newcomers

a. Players joining part-way through a month will start their subscription on the 1st of the next month. This first payment will also include covering payment for the time they were with us in that first month along with the Membership fee of £54 for their first Kit.

2.12 Amendments / Errors Made to Bookings

a. Our online booking system, Membermeister, will not allow parents to make an amendment or cancel a booking. Unless you wish to move a trial booking to a different day. In the event of any amendment or a cancellation to a booking, please email info@georgendahacademy.co.uk. You must do this 48 hours prior to the class starting (for after school clubs / 1:1 football coaching / small group sessions / football camp bookings) or 1 month's notice if you are paying via subscription (see para 2.7); otherwise, you will be subject to charge.

b. In the event of a refund, the 1.5% + 20p Stripe fee will not be refunded.

2.13 End of the Coaching Year

a. At the end of the coaching year in July your subscription will be paused for the month of August. Your subscription will be automatically resumed on 1st September unless you inform us at info@georgendahacademy.co.uk that you would like to cancel.