

## **TFG Coaching LTD & The Future Starz LTD Contingency Plan (Covid-19)**

### **Contingency plans**

We hope you, and your family are well.

Whilst we aim to continue to operate business as usual, we would like to make you aware of our contingency plans for this academic year. Particularly in the event where there is a shortage/delay in the availability of the government testing programme for Covid-19; meaning our staff are having to isolate until a covid-19 test can be arranged and their results received.

### **Lunchtime and After school clubs**

We will be unable to accept children into club who are showing symptoms, and we would ask that you keep children at home who are unwell. If your child is showing symptoms during club they will be isolated from the rest of the group and you will be notified at first instance and we will also inform the school.

Staff will continue to follow best practise for washing hands and general hygiene at the school clubs.

Clubs will continue to operate unless we are otherwise advised. However, if and when our staff or their families are required to self-isolate, we will need to review our staffing levels every day to ensure that we can open safely. Our staff have completed 'lone working' training so we can operate with a single staff member at each club. However, if a number of staff are required to self-isolate and we are therefore unable to open, we will communicate this at first instance via the following channels – via email and text. We also inform the school at first instance.

### **School Closure Policy**

Lunchtime and after school club bookings: Any bookings that fall within dates the schools are closed or we are unable to operate we will arrange additional sessions to make up for the cancelled sessions, once schools re open.

Holiday Camp bookings: if we are unable to run holiday camps due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking. Please note childcare voucher payments can only be refunded to account credit due to HMRC rules.

Football & Dodgeball Academy: Any bookings that fall within dates the schools are closed or we are unable to operate we will arrange additional sessions to make up for the cancelled sessions, once schools re open.

Cheerleading Academy: Any bookings that fall within dates the schools are closed or we are unable to operate we will arrange additional sessions to make up for the cancelled sessions, once schools re open.

Birthday Parties: if we are unable to run the birthday party due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking.

Finally we would like to thank you for your continued support at this time.

Best wishes TFG team

[www.tfgcamps.com](http://www.tfgcamps.com)

[hello@tfgcamps.com](mailto:hello@tfgcamps.com)

## Payment & Refunds

Cancellations: Please contact the TFG Head Office either by email - [hello@tfgcamps.com](mailto:hello@tfgcamps.com) - or call on 01525 630199.

### **Refund policy: Applies to all Holiday Camp bookings cancellations and alterations**

Payment must be made no later than 5 days prior to attending a TFG camp. Payments can be made online via [www.tfgcamps.com](http://www.tfgcamps.com).

**10 days'** notice must be given to cancel your booking otherwise full payment is still due. If your child is booked on to the camp and fails to turn up payment will still be required in full as TFG will have brought in further coaches to appropriately meet the child:coach ratio. TFG will not be able to provide a refund if your child is not able to attend.

An 'account credit' may be issued at the discretion of TFG as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of TFG, as running costs are still incurred. Account credit given at our discretion 'where we have received less than the 10 days stated notice period' will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

**In the event of TFG cancelling a camp a full refund will be given.**

### **Refund policy: Applies to all extra curricular Sports Clubs bookings cancellations and alterations**

Payment must be made at the time of booking. Payments can be made online via [www.tfgcamps.com](http://www.tfgcamps.com).

**Typically the courses run in half termly or termly blocks; 14 days'** notice must be given to cancel your booking for the remainder of the course you are signed up for - otherwise full payment is still due. If your child is booked on to the club and fails to turn up payment will still be required in full. TFG will not be able to provide a refund if your child is not able to attend.

An 'account credit' may be issued at the discretion of TFG as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of TFG, as running costs are still incurred. Account credit given at our discretion 'where we have received less than the 14 days stated notice period' will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

**In the event of TFG cancelling an extra curricular sports club you will receive a 100% refund to your account credit with TFG.**