



# Terms and Conditions

## Code of Conduct

Jay Rosa Academy reserves the right to remove the parent(s) and/or player(s) from the Academy session(s), impose a ban or exclude the parent(s) and/or player(s) indefinitely, without refund, for failing to comply with the following:

**(The standard of behaviour will be determined by Jay Rosa Academy staff).**

- 1) Displaying disruptive behaviour, misbehaving, or bullying other players.
- 2) Using abusive, sexist, homophobic, racist, discriminative and/or any related language and/or behaviour towards players, parents, and staff.
- 3) Violence towards another player, parent, or staff.
- 4) Failure to have made payment prior to the session.
- 5) Failing to comply with the session.
- 6) Displaying illness or injury where staff deem the player unfit to train.

## Registration

- We use 'ClassForKids', a third-party booking software to manage our bookings, payments, and memberships.
- All information you provide in the registration / booking form is correct.
- You must declare if you do not wish for your child to be photographed and/or video graphed for marketing purposes.
- You must declare all medical conditions during registration and update us should this change via your 'ClassForKids' profile, or alternatively, by emailing us at [info@jayrosaacademy.com](mailto:info@jayrosaacademy.com).
- Jay Rosa Academy will be notified immediately of any change in information.

## **Attendance**

- When attending Jay Rosa Academy sessions, neither the player nor the parent/carer will be suffering from any contagious illness, disease or anything in relation.
- Parents must not leave their children with Jay Rosa Academy staff without our prior consent.
- Parents agree to arrange to pick-up the player(s) after each session, unless consent has been given prior to the session, for the player to make their own way home.
- Jay Rosa Academy staff are unable to tend to players needs if pick-ups have not been arranged and will be present during the session hours only.

## **Liability**

- Jay Rosa Academy will not be held responsible for any injury or sickness caused by other players.
- Jay Rosa Academy will not store or be held responsible for any loss of belongings during the session.

## **Payments**

- Your booking may not be secured until payment is made, and priority may be given to paying customers.
- Payment must be made prior to the session(s).

## **Refund & Absence Policy**

- We do not offer full or partial refunds for absences, short or long-term illnesses, injury or under any other circumstances that are deemed otherwise than your own.
- A refund will not be issued if a session is cancelled due to minimum numbers not being achieved.
- A refund will not be issued if a session is cancelled due to adverse weather or venue cancellations.
- If a session is cancelled due to Jay Rosa Academy staff availability, you may be offered with an alternative session or a full refund.

## **Cancellations**

- In the unlikely event that we must cancel a session, you will be notified by email or SMS.
- Jay Rosa Academy will not be held responsible for loss of session time due to travel complications and delays.
- We will not be liable for any loss or damage that arises through cancellation and absences.

## **Complaints Procedure**

For our complaint's procedure, please email us at [info@jayrosaacademy.com](mailto:info@jayrosaacademy.com).

We will not tolerate abusive language and behaviour and aim to deal with all requests in a tolerable and respectable manner.