



GENERAL TERMS & CONDITIONS

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1. GENERAL TERMS AND CONDITIONS (activity bookings)

In this document, Gainsborough Trinity Foundation (GTF) will be referred to as 'the Foundation'.

To make any booking, you must agree to these Terms and Conditions (T&C).

The Foundation's aim is to provide a high-quality environment for all participants which is safe and meets the needs of everyone taking part. These T&C's have been produced to ensure that we create a positive and friendly environment with established boundaries, within which, our programmes and sessions can operate.

Our T&C's operate in conjunction with our range of Foundation policies, available on request from a member of the team. The information below provides general terms and conditions for anyone taking part in our activities and should be read alongside specific T&C's for individual programmes and activities.

The Foundation reserves the right to deviate from these T&C's where circumstances require our discretion. Any discretion will be made by either the Project/Programme Lead, a member of the Senior Management Team (SMT) or a Trustee. We will endeavour to resolve any query as quickly as possible.

For information on our Complaints Policy or to make a complaint please call 07788 185743 or email enquiries@gainsboroughtrinityfoundation.com.

2. PAYMENT OPTIONS

Most of our sports participation activities are currently bookable online, in advance, to ensure that fees and payments are collected on time and avoid participants/groups getting into arrears. The Foundation Team is happy to discuss any issues regarding payments.

The current payment options for non-sports activities are:

- Cash – primarily in The Venue Bar and for event booking. Do not send cash in the post, please pay at the General Office or The Venue, as agreed on booking.
- Cheques – Payable to "Gainsborough Trinity Foundation".
- Bank Transfer* – Sort Code: 09-01-29 Account Number: 12338803

**Please note, you will need a reference code when paying by bank transfer. If you were not given one on booking/reservation, one can be obtained by contacting the General Office.*

3. GENERAL

Most sports / activity participation sessions delivered by the Foundation require online enrolment and/or registration, and payment, **prior to taking part**.

Where registration occurs 'on the door', a signed Parental Consent form will be required for participants under 16 years old.

Participants are required to wear appropriate clothing and footwear to suit the activity. 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.

The Foundation does not accept liability for any injuries sustained in any activities where there is a requirement for the parent/participant to provide protection, such as shin pads. To discuss any requirements please call the General Office on 07788 185743.

The Foundation does not accept any responsibility for loss or damage to personal property unless caused by a member of staff.

All participants must follow instructions and behave appropriately for the activity and environment. Any infringements may result in the participant being excluded from the programme/activity and any fees paid in advance may be forfeited, subject to the cancellation policy.

4. SPORTS PARTICIPATION & FOOTBALL DEVELOPMENT:

Mini Kickers, Wildcats, TDC

Payment for each term must be made in advance of attending the session. Participants can join mid-term, and you will only pay for the remaining weeks. Your child will not be allowed to take part in the session without prior payment.

If your child is not registered and there has been no payment, a member of staff will assist you to register on the gate. **It is not acceptable** to drop your child off and leave when you have not paid for the session. Staff will make every effort to contact you and request that you return either to pay or to collect your child. Your child will not take part in the session and will be asked to sit on the sidelines until you collect them. If you do not collect them until the end of the session, you may still be charged for that session.

Refunds will not be made for any missed sessions including illness, holidays, family events, etc. Cancellation of activities requires **at least 48 hours' notice**. NO REFUND can be claimed if you cancel your booking less than 48 hours prior to the start date/time of the course. A small administration fee will be deducted from any refunds.

If a session is cancelled by the Foundation, for example, due to extreme weather conditions, participants will be notified by email and/or phone where possible. Information will also be posted on our website and social media channels. If you have already paid, a refund will be made, less a small administration fee. Alternatively, it may be possible to transfer the cancelled session to the next term as a credit. If you are in any doubt about whether a session is taking place, please contact the General Office on 07788 185743.

5. HOLIDAY CLUBS: Football, Craft, HAF

Places will be allocated on a first come, first served basis. You are strongly advised to add the participant to the waiting list, if one is available, if the event is fully booked (particularly for HAF (Holiday Activities & Food) Club trips).

Cancellation of paid Holiday Club events requires **at least 48 hours' notice**.

NO REFUND can be claimed (excludes HAF Club) if you cancel your booking less than 48 hours prior to the start date/time of the course.

Cancellations made prior to 48 hours will receive a refund for the day(s) of the Holiday Club, less an administration fee.

In line with Lincolnshire County Council (LCC) guidance, persistent 'no shows' at HAF Club – where no contact is made to cancel the session or say why the participant is absent - may result in any remaining bookings being cancelled and that participant being excluded from the next HAF Club programme.

6. PRIVATE HIRE – Birthday Parties, Weddings, Charity Events, etc

The Foundation requires a £25 non-refundable deposit at the time of booking. This will secure the date. Full payment must be received at least 28 days before the date of the party/event. If payment is not received by this date, the Foundation will assume that the booking is no longer required, cancel the reservation, and release the date. If a booking is made 28 days or less before the date of the event, full payment must be made at the point of booking.

For events where full payment has been received and is subsequently cancelled then the following cancellation fees apply:

- If cancelled prior to 28 days before the event a FULL REFUND will be provided (less a £25 non-refundable deposit).
- If cancelled between 15-27 days before the event a 50% REFUND will be provided (less a £25 non-refundable deposit).
- If cancelled 14 days or less prior to the event, NO REFUND will be provided.

If cancelled by the Foundation, then a FULL REFUND will be provided including the deposit.

7. PHOTOGRAPHY

Photographs of your party and guests will only be taken if consent has been given by **all participants**. See further information under Data Protection.

8. DATA PROTECTION

GENERAL DATA PROTECTION REGULATION (GDPR)

Following the introduction of GDPR, the Foundation is legally obliged to ask for your consent regarding the use and storage of your personal data. When making a booking you will be asked a series of questions, with some accompanying statements and invited to give your consent.

Please be aware that at any time you can withdraw your consent by contacting the General Office on 07788 185743 or email enquiries@gainsboroughtrinityfoundation.com to inform us of your decision.

9. DATA COLLECTION

In order to participate in our programmes we require parents/participants to complete an enrolment / registration form which may be on paper, or online and which will capture their personal data. To see how this data is stored and used please read Data Storage and Data Sharing below.

10. PHOTOGRAPHY & FILMING

Among other things, on registration you will be asked if you agree to consent for the named participant to be included in photography and filming while taking part in our Foundation programme(s). You may also be asked by a Foundation employee/coach, again during the event.

Provided that you have indicated on the registration or booking form that you **DO NOT** permit the taking of photographs for internal and/or external (publicity, social media) use, no photographs, filming, or imagery will be taken of your child/ren during activities or any named participant or guest of a private event, unless parents or all participants have given their consent.

If you do agree to photographs and/or filming, the images may be used in the Foundation's promotional material to showcase our projects, and/or share opportunities for commercial benefit. Images will most likely be used on our website, social media platforms – Facebook, Twitter and Instagram, and fliers promoting similar future events.

11. DATA STORAGE

The Foundation's operational and business service data is processed and stored on Microsoft 365 SharePoint.

Microsoft servers are based in a secure location in the UK and have security features ensuring data is kept securely and protected from threats.

Paper booking forms are stored in a lockable filing cabinet until destroyed.

If you decline consent for photography and/or filming, no imagery will be taken.

If you agree for photography and filming of the participant, this data will be stored on our secure Microsoft desktop system.

12. DATA SHARING

Due to the nature of our business and the way in which we deliver certain aspects of the business we must contract with external companies to complete tasks. To do this, we must require your consent to share personal details.

Category	Company Name	Purpose
Data Sharing	Meep Meep Creative Ltd	Host for our website www.gainsboroughtrinityfoundation.com
Data Storage	Microsoft365 - SharePoint	Provider of secure business desktop services
Data Sharing	Facebook	Social Media Platform @gainsboroughtrinityfoundation @GainsMH @TheVenueatRoses
Data Sharing	Twitter	Social Media Platform @gtfcFoundation
Data Sharing	Instagram	Social Media Platform @gainsboroughtrinityfoundation
Data Sharing	Sum Up	Provider of card payment facility and transactions
Data Sharing	Stripe	Provider of card payment facility and transactions
Data Sharing Storage	Bookaby	Sports participation and activity booking system
Data Sharing Storage	Wonde	LCC Booking System for HAF Clubs
Data Sharing	Wright Vigar	Accounts and PAYE system
Data Sharing Storage	Xero	Invoicing and accounts
Data Sharing Storage	SKA Ltd	Consultants for Human Resources, Finance & GDPR matters
Data Sharing Storage	TERMS	Provider of platform to collect data from PCDL courses

SEE ALSO

Complaints Policy

Data Protection Complaint Policy

Data Protection Policy

Data Retention Policy

Equality, Diversity & Inclusion Policy

Health & Safety Policy