



Innovation Esports Skills Academy Booking Terms and Conditions

When you book with Innovation Esports Skills Academy, these Terms and Conditions and other information such as our welcome leaflet and Policies and Procedures documents define the agreement between us and let you know what to expect from Innovation Esports Skills Academy and what we expect from you.

1. Bookings

Bookings made online or by telephone will be confirmed by email. A booking is confirmed when we receive the appropriate payment, deposit and / or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions.

2. Payments

Innovation Esports Skills Academy accepts payment by credit card, debit card, PayPal and childcare vouchers. We do not accept payment by cash or cheque. Full payment for all courses are taken at the time of booking.

3. Cancellations

3.1. Customer cancellations

If you give us at least 28 days' notice before the start date(s) of your course you would like to cancel, we will refund all monies paid per child per day.

If you give us less than 28 days' notice before the date(s) you would like to cancel, no refund is available.

In the case of illness/injury please contact us and we will do our best to provide a credit on your Innovation Esports Skills Academy account to re-book for a later date.

Please allow 10 working days to process refunds.

3.2. Cancellation by Innovation Esports Skills Academy

A minimum of 4 pupils are required for the clubs to run. Innovation Esports Skills Academy reserves the right to cancel the camp, no later than 5 days prior to commencement date. Should a camp be cancelled by Innovation Esports Skills Academy, credit will be applied to your Innovation Esports Skills Academy Account where you can:

- a) Book another course or private lesson
- b) Request a refund
- c) Leave as a credit on your account

3.3. Cancellations by Force Majeure

In the event that Innovation Esports Skills Academy has to cancel a course due to exceptional circumstances such as fire, natural disasters, notifiable diseases or occurrences of an unforeseeable nature, government intervention, directives, policies

or an event deemed beyond Innovation Esports Skills Academy's control a full refund will be processed within 5 working days of the cancellation date.

4. Skills Clubs Swap

The Skills Club Swap offers flexibility for all Skills Club bookings. Your booking may be swapped for an unlimited number of times between all available Innovation Esports Skills Academy Clubs, provided:

- a) A request is received two weeks prior to a course booking date
- b) There are spaces available on an alternative course again we can decide on these
- c) You have not started the club or academy course

5. Your child's information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before club starts, your children will not be allowed on club.

6. International Bookings

Children booked from overseas are required to have a good level of spoken English so that they can follow the instructions from the leaders and are able to communicate with the other children. We require a local telephone contact number and address once you are in the UK, in case of an emergency.

7. Late Arrivals, Early Departures or Absence

For our Online Clubs, we cannot guarantee admission to the class if you are later than 15 minutes from the start time. We also cannot guarantee that if your child logs out before the end of the class, or is absent for any reason, that we can catch-up the content that was missed.

8. Online Clubs Requirements

8.1. Hardware Technical Requirements

Requirements for each course can be found at the bottom of the courses page, which can be found on the Innovation Esports Skills Academy website by going to www.ieskillsacademy.com and selecting the relevant course.

8.2. Using your computer

Innovation E Sports Skills Academy cannot take responsibility if during the course it is found that the minimum system requirements and internet speeds are not met for the course booked.

8.3. Software Requirements

When a course has been purchased and paid for, installation instructions will be available in your Innovation E Sports Skills Academy account. This will include links of where the software can be downloaded, instructions on how to download, install and test that the software has been installed correctly.

8.4. Software self-installation

Innovation E Sports Skills Academy cannot take responsibility if during the course it is found that software has not been installed correctly or not installed at all.

9. Special requirements

Innovation Esports Skills Academy recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible. It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on club within the staffing ratios provided for their age group.

The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are not able to provide additional staff to support a child above our standard ratios of 1:10 (up to a maximum of 1:20 depending on specific club), irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, Innovation Esports Skills Academy will permit parents/carers to attend skills club to support their child, providing the Innovation Esports Skills Academy safer recruitment standards are met. Innovation Esports Skills Academy does not provide one-to-one support. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

10. Illness and First Aid

Innovation Esports Skills Academy requires that all students who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Innovation Esports Skills Academy will only administer medication if it has been prescribed by a doctor or other health professional. In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary. Essential prescribed medication including Epipens must be handed in to the Skills Club staff for safe-keeping.

11. Child Exclusion

Innovation Esports Skills Academy has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from skills club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

12. Late Pick-up

For daily Skills Clubs all children MUST be collected by 5pm (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 5pm, we ask that you call the Skills Club staff or Head Office as soon as possible. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £20 for every

15 minutes after 5pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 5.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

13. Notice of Absence

If a child is not attending a scheduled day on club, parents/carers must telephone the Club staff or Head Office to allow us to update records.

14. Programme and activities

From time to time, we may need to change venues, dates, activities and courses for reasons within or outside our control. Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on club are a guide and are subject to change. In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

15. Personal Property

All your child's personal property is your responsibility and Innovation Esports Skills Academy is not liable for any lost or damaged property on club. If you believe that your child has left an item on club, please contact the Club staff who will do their best to assist you. Lost property will remain on club until the last day of the activity and should be collected before the last day. Unclaimed lost property will be taken back to Head Office and then donated to charity. We are unable to return any items to you from Head Office.

16. Insurance

All children in our care are covered by our Public Liability Insurance.

17. Photography / Filming

Please be aware that Innovation Esports Skills Academy occasionally take photographs/video footage of children on club for promotional reasons. If filming is due to take place, club staff will inform all parents on arrival and your children can be opted out if you wish.

18. Parent Feedback / Complaints

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

If you have a concern regarding club, this should initially be raised with your child's Club staff. If you are unable to resolve the issue, then Head Office will be advised, and will attempt to resolve the issue to your satisfaction. In the unlikely event that your complaint cannot be resolved, you may wish to contact Ofsted.

19. Safeguarding

Innovation Esports Skills Academy has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to relevant local authorities and agencies.

20. Policies and Procedures

For key policies and procedures please see our website www.ieskillsacademy.com and for our full policies and procedures, please email our customer services team at support@ieskillsacademy.com

21. Data Protection

Innovation Esports Skills Academy is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.