

# Terms & Conditions

Last updated: April 2026

---

## 1. About Us

These Terms and Conditions govern all bookings, courses, workshops, and services provided by Coaches Club CIC.

- **Company Name:** Coaches Club CIC
- **Company Number:** 13088214
- **Registered Address:** 30 Greenbox, Westonhall Road, Stoke Prior, Bromsgrove, United Kingdom, B60 4AL
- **Contact:** [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk)
- **Website:** [coachesclubcic.co.uk](http://coachesclubcic.co.uk)

By booking a course, workshop, or service with us, you agree to these Terms and Conditions. Please read them carefully before completing your booking.

---

## 2. Bookings

All bookings are made through our website at [coachesclubcic.co.uk](http://coachesclubcic.co.uk) using our online booking system. A booking is confirmed once you receive a booking confirmation email from us.

We reserve the right to decline or cancel a booking where:

- The course is full
- The participant does not meet the age or prerequisite requirements for the course
- Incorrect or incomplete information has been provided at the time of booking

If you have any questions about your booking, please contact us at [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk).

---

### **3. Age Requirements and Prerequisites**

Each course has specific age requirements and, in some cases, prerequisite qualifications or experience. It is your responsibility to ensure that you or the participant you are booking for meets these requirements before completing a booking.

#### **Passport to Placement Programme**

- Minimum age: 13 years

#### **Passport to Paid Work Programme**

- Minimum age: 15 years

#### **Award in Multisport Coaching (L2)**

- Minimum age: 15 years
- Must be actively volunteering or coaching (at least twice per month)
- Must hold in-date First Aid and Safeguarding qualifications by the end of the award
- Prior learning required (see course description for full details)
- Learners aged 18+ must be delivering regularly in a community setting

## **Mental Health First Aid**

- Minimum age: 16 years

## **Careers in Sport Workshop**

- Designed for young people aged 14-16, attended with a parent or guardian
- Ticket price of £25 covers one young person and one accompanying adult

**Other courses** are open to all ages unless otherwise specified in the course description. For courses within the Passport programmes, the programme minimum age applies.

If you are unsure whether a participant meets the requirements for a course, please contact us before booking at [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk).

---

## **4. Bookings Involving Young People (Under 18)**

Where a booking is made for a participant under the age of 18, the booking must be completed by a parent or guardian who accepts these Terms and Conditions on behalf of the young person.

By completing a booking for a young person, the parent or guardian confirms that:

- They have parental responsibility for the young person
- They consent to the young person participating in the activity
- They have disclosed any relevant medical conditions or additional needs
- They consent to the young person's personal data being processed in accordance with our [Privacy Policy]
- They have read and agree to our [Safeguarding Policy]

---

## **5. Medical Conditions and Additional Needs**

At the time of booking, participants must declare any medical conditions, disabilities, or additional needs that may be relevant to their participation. This information is used solely to ensure the safety and wellbeing of all participants and is handled in accordance with our [Privacy Policy].

Coaches Club CIC reserves the right to contact you prior to a course to discuss any declared conditions and to determine whether we are able to fully accommodate a participant's needs.

Failure to declare a relevant medical condition may affect a participant's ability to attend and could affect their eligibility for a refund.

---

## **6. Payments**

All course fees are payable in full at the time of booking via our secure online payment system, processed through PayPal. Your place is only confirmed once payment has been received in full.

Prices are as listed on our website at the time of booking. Coaches Club CIC reserves the right to update prices for future bookings. Any price changes will not affect confirmed bookings.

---

## **7. Cancellations and Refunds**

**Cancellation by the participant:**

- Cancellations made **7 or more days** before the course start date are eligible for a **full refund**
- Cancellations made with **fewer than 7 days' notice** will be considered at our discretion — we will always try to find a fair resolution, which may include a transfer to an alternative date where available
- Non-attendance without prior notice is not eligible for a refund

To cancel a booking, please contact us as soon as possible at [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk), including your name, booking reference, and the reason for cancellation.

**Cancellation by Coaches Club CIC:** In the event that we need to cancel or significantly change a course, we will notify you as soon as possible and offer either:

- A full refund, or
- A transfer to an alternative date

We are not responsible for any travel, accommodation, or other costs incurred as a result of a cancellation.

---

## **8. Course Delivery and Attendance**

Some courses require full attendance to achieve certification. Please refer to the individual course description for attendance and completion requirements.

**Courses with placement requirements:** The Youth Sports Leaders Award, Junior Football Leaders Award, and Award in Multisport Coaching (L2) all require completion of a placement alongside the taught elements. The placement is the participant's responsibility to arrange. Coaches Club CIC will provide guidance but cannot guarantee placement availability.

**Third-party delivery:** Some courses are delivered in partnership with external providers, including DS Training (Emergency First Aid and Level 3 First Aid at Work). By booking these courses, you also agree to comply with any additional requirements set by the delivering partner.

**Certification:** Certification is awarded based on satisfactory completion of all course requirements, including attendance, practical assessments, and any required portfolios or worksheets. Coaches Club CIC cannot guarantee certification where these requirements are not met.

---

## **9. Closed Courses**

We offer closed course delivery for organisations wishing to train groups at their own location. Closed course bookings are subject to separate agreement and pricing. For enquiries, please contact [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk). Partner discounts are available.

---

## **10. Photography and Video**

Coaches Club CIC may take photographs and video footage during courses and sessions for use in promotional materials and on our social media channels. We are committed to handling this responsibly and in line with our [Photography and Media Consent Policy].

If you do not wish to be photographed or filmed, please inform us in writing before the course date by emailing [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk) or speaking to a member of staff on the day. For participants under 18, consent or refusal must be given by a parent or guardian.

---

## **11. Behaviour and Code of Conduct**

All participants are expected to behave respectfully towards staff, coaches, and fellow participants at all times. Coaches Club CIC reserves the right to remove any participant from a course without refund where their behaviour is deemed disruptive, offensive, or unsafe.

For courses and programmes involving young people, all adults present are expected to conduct themselves in line with our Safeguarding Policy at all times.

---

## **12. Liability**

Coaches Club CIC holds Public Liability Insurance for all courses and activities we deliver.

Whilst we take all reasonable precautions to ensure the safety of participants, Coaches Club CIC cannot accept liability for:

- Loss or damage to personal belongings during a course or session
- Personal injury arising from a participant's failure to disclose a relevant medical condition
- Failure to achieve certification where course requirements have not been met
- Any loss arising from a participant's inability to attend due to circumstances outside our control

Nothing in these Terms and Conditions limits our liability for death or personal injury caused by our negligence, or for any other liability that cannot be excluded by law.

---

## **13. Lost Certificates**

If you need a replacement certificate, our Lost Certificate Service is available for £25 per certificate. Please contact [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk) with details of the certificate required.

---

## **14. Privacy**

Your personal data is collected and processed in accordance with our [Privacy Policy], which is available on our website. By completing a booking you confirm that you have read and understood our Privacy Policy.

---

## **15. Changes to These Terms**

Coaches Club CIC reserves the right to update these Terms and Conditions at any time. The most current version will always be available at [coachesclubcic.co.uk](http://coachesclubcic.co.uk). Changes will not affect bookings already confirmed at the time of the update.

---

## **16. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

---

## **17. Contact Us**

If you have any questions about these Terms and Conditions, please contact:

**Rus Smith — Coaches Club CIC** Email: [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk) Address: 30 Greenbox,  
Westonhall Road, Stoke Prior, Bromsgrove, B60 4AL

---

*Coaches Club CIC — Registered in England and Wales. Company No. 13088214. ICO  
Registration No. ZB003174.*