

Fulfill Football Coaching — Terms & Conditions

Last Updated: April 2026

1. Introduction

These Terms & Conditions ("Terms") form the agreement between Fulfill Football Coaching ("we", "us", or "our") and the player, parent, or guardian ("you" or "your").

By enrolling in our coaching sessions, you agree to comply with these Terms. These Terms stand alongside our Safeguarding Children Policy, Privacy Notice, Equality Policy and Medical & Emergency Procedures.

2. Booking & Payments

2.1 All coaching sessions must be booked in advance through our official booking channels.

2.2 All session payments must be made by the last working day of the previous calendar month.

2.3 Group Sessions: A confirmed standing order is required.

2.4 Individual Sessions (1-to-1): Must be paid in full by the last working day of the previous calendar month, prior to the sessions taking place.

2.5 Payments are accepted via bank transfer.

2.6 Block bookings may occasionally be offered at a discounted rate. These are non-refundable, except where Fulfill Football Coaching cancels a session and no reschedule is possible.

3. Cancellations, Refunds & Notice Periods

3.1. Group Sessions

- Group sessions are payable via standing order.
- Any sessions you are unable to attend (including those missed due to holidays, illness, or personal reasons) are non-refundable.
- If you wish to end your place in group sessions, a 30-day notice period must be provided in writing. Failure to provide notice will result in the next month's payment still being due.

3.2. Individual (1-to-1) Sessions

- Sessions paid in advance are non-refundable, including those missed due to illness, holidays or weather.
- If Fulfill Football Coaching cancels a session due to staff absence or illness, we will reschedule the session free of charge.

- To cancel or pause 1-to-1 sessions, you must inform us in writing by the last working day of the previous month. Notice given after this date may result in the following month's sessions being charged in full.

3.3. Weather-Related Cancellations

- Decisions on weather-related cancellations are made in line with our Health & Safety Policy and venue risk assessments.
- In the event of severe weather or unsafe playing conditions, sessions may be cancelled at short notice.
- Where this occurs, no refund will be issued, as weather is outside our control.
- Where possible, we will make every reasonable effort to reschedule the session.

3.4. Bank Holidays

- No sessions are held on bank holidays.
- If a bank holiday falls within your group's schedule, there will be no credit or refund, as these sessions are balanced during months containing five weeks.

3.5. School Holiday Schedule (Group Sessions)

- April Break: 1 reduced session (dates confirmed by separate communication).
- May Half-Term: No Group Sessions.
- July: No Group Session commencing week of 27th July.
- August: No Group Sessions commencing week of 3rd August or week of 17th August.
- October Break: No Group Sessions.
- Christmas Break: No Group Sessions.
- Friday Night Elite: No Friday Night Elite Session on 10th July.

4. Health & Safety

4.1 Players (or parents/guardians) must inform coaches of any medical conditions, allergies, or injuries before participating.

4.2 Parents/guardians must ensure their child is physically fit and able to take part in football activities.

4.3 Players must wear appropriate football attire, including shin pads and football boots or trainers.

4.4 Fulfill Football Coaching will not be held responsible for injuries sustained during sessions, except in cases of proven negligence by our coaches.

4.5 All sessions are delivered in accordance with our Medical & Emergency Procedure Statement and Safeguarding Children Policy.

5. Player Conduct & Behaviour

5.1 All players are expected to show respect to coaches, teammates, and opponents at all times.

5.2 Any inappropriate, aggressive, or disruptive behaviour may result in suspension or removal from the coaching programme without refund.

5.3 Parents/guardians are expected to promote positive behaviour and sportsmanship.

5.4 All players must wear the official Fulfill Football Coaching kit during sessions.

6. Parental Responsibility

6.1 Parents/guardians are responsible for dropping off and collecting their children promptly before and after sessions.

6.2 Fulfill Football Coaching is not responsible for players outside of scheduled session times.

6.3 Parents/guardians must ensure that emergency contact details and medical information are kept up to date.

6.4 Updates to emergency contacts and medical information will be processed in line with our Privacy Notice.

7. Photography & Media

7.1 Photos or videos may be taken during sessions for training, marketing, or promotional use.

7.2 If you do not consent to your child being included in such materials, you must inform us in writing prior to the start of the programme.

7.3 Images and recordings are managed under our Photo & Media Policy and Safeguarding Children Policy.

8. Liability

8.1 Fulfill Football Coaching accepts no responsibility for the loss or damage of personal belongings during sessions.

8.2 All coaches are fully qualified, DBS-checked, insured, and adhere to all safeguarding and health & safety regulations.

8.3 Coach eligibility and recruitment follow our Safe Recruitment Policy and Safeguarding Children Declaration, with insurance arranged via FA-accepted options.

9. Changes to Terms

9.1 Fulfill Football Coaching reserves the right to amend or update these Terms at any time.

9.2 Participants will be notified of any significant changes where applicable.

10. Complaints

10.1 Fulfill Football Coaching is committed to providing a safe, professional, and positive environment for all players and families. If you have a concern or complaint regarding our services, coaching, or conduct, we encourage you to raise this with us so it can be addressed promptly and fairly.

10.2 Complaints should be submitted in writing to jt@fulfillfootballcoaching.co.uk, including relevant details of the concern. We will acknowledge receipt within a reasonable timeframe and aim to resolve complaints as quickly as possible.

10.3 Any concerns relating to child welfare or safeguarding will be managed in accordance with our Safeguarding & Child Protection Policy and may be referred to the relevant County FA or statutory authority where appropriate.

10.4 We ask that all complaints are raised respectfully and allow sufficient time for investigation and response.

10.5 General complaints are handled under this section; safeguarding concerns follow the Safeguarding Children Policy reporting route.

By enrolling in Fulfill Football Coaching sessions, you confirm that you have read, understood, and agree to these Terms & Conditions.

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