



# Terms and Conditions

Welcome to Gala Academy. To ensure a smooth and productive experience, please review the following terms and conditions. These terms and conditions are applicable to all services provided by Gala Academy, including, *GalaCamp*, *GalaCelebration*, *GalaFlex*, *GalaHub* and *GalaRialto* and in accordance with our policies.

## 1 Expectations

### 1.1 Initial Guidance and Ground Rules

At the beginning of each course, the coach will provide guidance and establish ground rules, outlining expectations for both students and coaches.

### 1.2 Coach's Expectations

1. The coach is responsible for ensuring that students learn and progress in their badminton skills.
2. All coaches are thoroughly vetted before being allowed to teach at Gala Academy.

### 1.3 Student Expectations

1. The coach will listen to students and ensure they have fun while learning.
2. Students are expected to follow the coach's guidance and rules to facilitate learning.

## 2 Curriculum

1. Gala Academy follows a structured curriculum.
2. Students will be tested on their achievements at the end of the term.
3. Written reports will be provided at the end of the Autumn term and the Spring Terms only
4. For the summer terms, no written report is provided. The focus is on skill development and individual progress reviews during sessions given directly to the student.

### 2.1 Excellence in Training

Regular reviews are conducted to introduce new coaching techniques and staff to help students excel in different aspects of badminton.

## 3 Behaviour Policy

### 3.1 Good Behaviour

1. Respectfulness towards all coaches and students is mandatory.

### 3.2 Bad Behaviour

1. Swearing, use of inappropriate language, or any form of inappropriate behaviour.
2. Mental or physical abuse towards others.
3. Continual disruption of sessions.
4. Arriving late to sessions.
5. Swinging the racquet in a playful or non-playful manner, or anybody contact with the racquet.

Note: In the event of a bad behaviour violation, a warning will be issued. Depending on the severity, students may be expelled without a warning and without a refund.

## 4 Access to School and Sports Hall

Access to school grounds is only permissible at pick and collection of children.

1. Access into Centenary Sports Hall (CSH) is only permitted when a coaching session has finished, and the coach allows you in.
2. For parents who wish to observe the coaching session, chairs and benches are available outside the sports hall. Access to the upper gallery for viewing is forbidden for all parents and children and is considered trespassing by the school.
3. Access to changing rooms is permitted **only with coach's permission** for refilling water bottles; otherwise, entry is strictly forbidden.
4. Use of shower facilities is strictly forbidden.



#### 4.1 New Coaches

1. Parents may not be informed of new coaches in advance, but students will be introduced to them before the class begins.

#### 4.2 Playing Games

1. While games are a part of the sessions, the primary focus is on coaching and skill development.

### 5 Attire and Equipment

#### 5.1 Clothing

Mandatory uniform must be worn at all times during coaching sessions and when attending tournaments. Uniforms must be kept clean and tidy at all times. If a uniform is deemed unacceptable in appearance by the coach, it may require replacement at the participant's expense.

#### 5.2 Footwear

Non-marking badminton trainers are recommended.

#### 5.3 Equipment

1. Students are advised to bring their own racquets.
2. Temporary racquets can be provided until they purchase their own.

### 6 Session Guidelines

#### 6.1 Early Arrival

1. Please wait outside the sports hall until the coach invites you in.

#### 6.2 Dress Code

1. Students inappropriately dressed will not be allowed to participate until the dress code is corrected.
2. No refunds will be given in this instance.

### 7 Accessibility

All facilities with disabled access will be indicated on the website.

### 8 Parent/Guardian Attendance

1. Parents are not allowed inside the sports hall as it can distract students.
2. Please use the lobby as a waiting area.

### 9 Photography

Photography of students by parents is not allowed to protect the privacy of all attendees.

### 10 Refreshments

1. Bring water or other non-fizzy drinks in non-glass bottles.
2. Chewing gum is strictly prohibited.
3. For sessions longer than two hours, a small snack is recommended. Non-sugary based snacks such as fruit or dates are advised.
4. The facility is a nut free zone. Products containing nuts are strictly forbidden.
5. Consumption of snacks is permissible during breaks times only and drinks during hydration breaks. Frequent 'water' breaks will be provisioned during the session to allow adequate hydration.

### 11 Payments and Refunds Policy

Gala Academy operates as an educational institution. Fees for all courses and services are determined at the start of each season in line with our fair pricing policy structure. Once a course or service is booked, fees are allocated to staffing, facilities, and operational resources; therefore, refunds are limited and strictly governed by the terms below.

#### 11.1 Payment Methods

1. All bookings must be made online.



2. Cash payments are not accepted.
3. Full payment or agreed instalment payments must be completed in accordance with the published payment schedule.

## 11.2 Attendance and Rescheduling

1. Term dates are fixed and not interchangeable.
2. Coaching fees must be paid in full prior to attending. An administration charge of £25 will be added for late payments after 14 days.
3. Trial lessons are chargeable and can be booked by contacting us at [contactus@gala-academy.co.uk](mailto:contactus@gala-academy.co.uk).

## 11.3 Cancellation Policy and Refund Policy

1. If a participant wishes to withdraw after the first session, the Academy must be notified within **48 hours** of that session. In this case:
  - a. The first session fee will be charged in full
  - b. **A £25 administration fee will apply**
  - c. Any remaining balance will be refunded within 5 working days
2. No refunds are available for missed sessions under any circumstances.
3. One-to-one, one-to-two, and one-to-four sessions are **non-refundable and cannot be rescheduled** once booked.
4. Except as outlined in Clause 11.3(1), **no refunds will be issued for any other circumstances**, including but not limited to illness, injury, schedule changes, personal reasons, holidays, relocation, or non-attendance.
5. Once a course or service is booked, all associated fees remain payable in full, even if the participant chooses not to attend or complete the course.

## 11.4 Claiming Discounts

1. Discounts can be claimed for **one student only**.
2. Where any discount, promotion, or special rate is applied, **all payments become strictly non-refundable**, regardless of circumstances, extenuating or otherwise.

## 12 Other services

### 12.1 *GalaCamp*

1. *GalaCamp* services are subject to the same terms and conditions outlined here.
2. Details of camp dates and sessions will be available on the website and notified via email.

### 12.2 *GalaCelebration*

#### Additions provisions

1. *GalaCelebration* services are subject to availability and must be booked in advance.
2. All attendees are expected to adhere to Gala Academy's behaviour policy.
3. Suitable attire must be worn as per Gala Academy's guidelines.
4. A non-refundable deposit of £250 will be required to secure the booking. Full payment must be made 14 days before the event date.
5. Cancellation of *GalaCelebration* bookings must be made in writing at least 7 days before the scheduled date for a refund of the remaining amount after deducting the non-refundable deposit.
6. No refunds will be issued for cancellations made less than 7 days before the event.
7. Bookings made within 14 days of the event will require full payment at the time of booking.
8. Cancellation will of this booking the non-refundable deposit.

### 12.3 *GalaFlex*

#### Additional provisions

1. *GalaFlex* services are subject to the same terms and conditions outlined here.
2. Details of *GalaFlex* sessions will be available on the website and notified via email.

### 12.4 *GalaHubs*

1. *GalaHubs* services are subject to the same terms and conditions outlined here.
2. *GalaHubs* are training centres for badminton. These are generally hosted in schools. These include extra-curricular activities and supporting sports departments in introducing badminton to their PE curriculum.



3. Registration of students participating will be required. This would be provided by the hub/school or via an online registration form. This is for the purpose of health awareness and insurance.

## 12.5 GalaRialto

### Additional provisions

1. Corporate events services are subject to availability and must be booked in advance.
2. All attendees are expected to adhere to Gala Academy's behaviour policy.
3. Suitable attire and equipment must be worn as per Gala Academy guidelines.
4. A non-refundable deposit of £500 will be required to secure the booking. Full Payment must be made 28 days before the event date.
5. Cancellation of corporate events must be made in writing at least 28 days before the scheduled date for a full refund of the remaining amount after deducting the non-refundable deposit.
6. No refunds will be issued for cancellations made less than 14 days before the event.
7. Changes to the event schedule or attendees' list must be communicated at least 7 days before the event.
8. Gala Academy reserves the right to cancel or reschedule corporate events due to unforeseen circumstances. In such cases, a full refund will be provided.

## 13 Revisions to the Terms and Conditions

1. These terms and conditions can be revised at any time without giving prior notice.
2. The reading and understanding of the Terms and Conditions herein is the sole responsibility of the parent or guardian or organisation when booking the course or courses.

ooOO~~~OOoo

END DOCUMENT