

SERVICE LEVEL AGREEMENT - SLA

1. INTRODUCTION

- 1.1 Gala Academy (GA) “the Academy” and “The Coach, The Trainer and or Helper” are to work together to promote and deliver badminton coaching at the primary facility to provide effective pathways through which participants can excel in badminton.
- 1.2 The primary facility shall be Gala Academy’s Centre of Excellence at St John’s School in Pinner.
- 1.3 This SLA is effective from the first day the coach, trainer or helper commences their services with Gala Academy and continues until termination of the service by either party or a break in service outside of mutual agreement with Gala Academy.
- 1.4 It is the intention of both parties that this will be the beginning of a long-term relationship and commitment. This Service Level Agreement provides a framework for the relationship.
- 1.5 The SLA will be reviewed every two years or sooner where regulations or the law or Gala Academy’s operating model changes.

2. GALA ACADEMY AND THE COACH, THE TRAINER & HELPERS

Duties and obligations

- 2.1 Gala Academy will require a coach or a trainer to teach badminton, supported by a helper where appropriate and in accordance with a curriculum developed by the academy.
- 2.2 The coach or the trainer will undertake duties that will include the teaching of badminton at the nominated facility and have regard for the facility and its equipment.
- 2.3 The coach or the trainer at all times while coaching and training must wear the uniform provided by Gala Academy. The uniform shall be worn in full maintaining a professional stance all the time. The uniform shall be provided free of charge to the coach. Any replacement uniform within a two-year period shall be the responsibility of the coach and the trainer.
- 2.4 The coach or trainer will provide assessments in accordance with Gala Academy’s requirement for each of their students as part this SLA at the end of each term.
- 2.5 The coach or trainer will solely teach at the academy and will not take or use Gala Academy’s intellectual property outside the Academy.

Safeguarding

- 2.6 The Academy will ensure that robust procedures are in place to ensure the safety of children participating in activities. All adults working with children as part of these programmes will have appropriate training and safeguarding checks.
- 2.7 Coaches, trainers, and helpers will hold appropriate experience for the services delivered.
- 2.8 The coach, the trainer and the helper will ensure that they maintain their accreditation and DBS (Disclosure and Barring Service) credential at all times during the coaching periods.
- 2.9 All coaches, trainers and helpers will be subject to assessments by the Gala Academy before being appointed.
- 2.10 Specific sessions identified for coaching during the period of this SLA shall be provided to the coach at the start of each term.

Termination

- 2.11 Gala Academy can terminate the agreement in the event of a breach at their discretion.
- 2.12 In the event of a breach resulting in termination of obligations under this agreement, all incentivisation clauses 3.5 to 3.7 shall be null and void.
- 2.13 Once a coach or a trainer is engaged to deliver a service for a given term, they are obliged to finish the delivery of the services and can only terminate this agreement after the service has been concluded for the given term.
- 2.14 Either party can terminate this Agreement with appropriate minimum 2 weeks’ notice.

3. FEES, INCENTIVISATION & FACILITIES

- 3.1 Gala Academy will pay the coaches to coach the students enrolled by GA. Fees are effective from January 1st, 2026, will be:
 - i. coach will be paid £35.00 per hour coached.
 - ii. helpers, where supporting the coaches or the trainer will be paid £20.00 per hour helped.
- 3.2 The remunerations are gross and each individual who gets paid the taxes will be deducted through a PAYE scheme.
- 3.3 The remuneration constitute a contract of employment. Remuneration will be subject to review by Gala Academy on 24 months basis or where there is a material change in regulations or law or Gala Academy’s operating model.
- 3.4 Remuneration will be paid on the last day of the month.

Incentivisation

- 3.5 Coaches, trainers, and helpers are also rewarded by an incentivisation program aimed for their contributions to student enrolment and retention. Coaches become eligible for the incentivisation program from day one of their engagement with Gala Academy.
- 3.6 An incentive amounting to £250 per new student only will be allocated upon successful completion of the eligibility criteria which shall include:
 - i. acceptance of the student into the Academy through the assessment process and contingent upon meeting the occupancy limit determined by Gala Academy
 - ii. students need to enrol for 3 consecutive terms to receive the full £250 incentivisation
 - iii. the coach receives the £250 payment once the student completes enrolment for the third term
 - iv. if the student leaves after the second term, the incentive is reduced to £125, payable after completion of the second term
 - v. students enrolling for a fourth term, or students who are returning following an absence of leave will not be eligible for this incentive
 - vi. student enrolment is not tied to a coach’s scheduled day and students may be moved to different days or locations if needed to meet availability and capacity requirements

Use of facilities

Access

- 3.7 Information about access to the facility shall be provided under separate cover. Sports hall access will be granted to the coach, the trainer or helper 15 minutes pre and post the agreed times to allow for nets/posts to be set up.
- 3.8 Where keys are provided to access the facility, the coach or trainer has the sole responsibility for the keys. Where keys are lost, then any cost in

relation to reinstating security measures e.g. replacement keys, changing of locks etc. will be at the cost of the coach or trainer.

Provision of equipment

3.9 All equipment provided for the purpose of coaching or training remains the property of Gala Academy and shall not be removed from the facility.

Cleaning

3.10 The coach or trainer is responsible to keep the sports hall tidy from litter and rubbish and correctly store the nets and posts neatly in the storeroom after sessions take place.

3.11 The folding of the nets shall be in accordance with procedures, policies and instructions provided Gala Academy.

Reporting damages

3.12 Any damages to the facility or the equipment seen or caused during the coaching session will be notified to The Academy within 48 hours supported by email and photographic evidence.

4. MANAGEMENT OF THE SLA

4.1 Gala Academy is required to ensure that its reputation is not damaged or affected by the behaviour of The Coach, The Trainer, and Helpers. Gala Academy will conduct monitoring visits as deemed appropriate.

4.2 To promote the effective implementation of the learning program and to strengthen the collaborative relationship with the coach or trainer, the Academy shall convene meetings at a minimum frequency of once every four weeks. Such meetings shall be conducted to ensure that the delivery of the agreed-upon curriculum adheres to the standards and requirements established by the Academy.

Policies

4.3 In entering this agreement, the Coach or the Trainer acknowledges and agrees to have read, understood and comply with all policies ([click here to read](#)) set forth by the Academy. Not adhering to these policies may result in disciplinary action, up to and including termination of the coaching agreement. Where the policies change or new policies are added, the coach will be notified of any changes and will be obliged to read and follow the policies under this agreement.

4.4 Where coaching takes place, outside the primary facility, additional policies and procedures may apply for that facility. In this event, the coach or the trainer will be required to have read and complied with those policies and procedures.

5. NON-SOLICITATION

5.1 During the restricted period, the Coach, the trainer, and helper agrees not to solicit, directly or indirectly, on his own behalf or on behalf of any other person(s), any student of the Academy to whom the Academy is providing or had provided badminton coaching, courses or one to one learning at any time during this agreement. As of the date of the Coach’s or Trainer’s or Helper’s termination, the Coach, or the Trainer or the Helper is actively soliciting, for the purpose of marketing or providing any service competitive with any service then offered by the Academy shall constitute breach of this clause. Restricted period shall mean as the duration of the contract to termination plus a period of 3 years thereon.

5.2 Where the coach or helper or trainer is employed under a PAYE scheme, they are to work exclusively for Gala Academy. They shall be forbidden to work for any other party concerned or connected with the sport of badminton. Where other work outside of badminton is possible, express permission shall be sought from the Academy to ensure that the coaching at the Academy is not affected.

5.3 The Academy shall be entitled to seek immediate injunctive relief from a court of competent jurisdiction to prevent further solicitation and any ongoing harm caused by such breach. The breaching party shall be liable for any direct, consequential, or incidental damages incurred by the Academy as a result of the breach. This includes, but is not limited to, loss of revenue, reputational damage, and any costs associated with recruiting replacement students or personnel. The breaching party agrees to reimburse the Academy for all reasonable lawyers’ fees and costs incurred in enforcing this clause or pursuing remedies due to the breach. The Academy reserves the right to terminate any remaining contractual obligations to the breaching party without notice and may require forfeiture of any outstanding payments or benefits otherwise owed under the contract. The breaching party shall refrain from making any disparaging remarks about the Academy, its services, or its personnel, whether publicly or privately, subsequent to the breach.

6. INSURANCE

6.1 Gala Academy will have appropriate levels of insurance in place at all times.

7. REVISIONS TO THE TERMS AND CONDITIONS

7.1 These terms and conditions can be revised at any time without giving prior notice.

7.2 The reading and understanding of the Terms and Conditions herein is the sole responsibility of the coach or a trainer.

8. SIGNATURES

Head of Coaching & Training: - **Parool Darbar**
For and on behalf of GALA ACADEMY



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Dated [DATE]

[Name]
[Trainee Coach]

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Dated [DATE]