

In2Sport Terms and Conditions

Effective: 21st August 2025 | Review: August 2026

Bookings:

- All bookings must be made through <https://in2sport.magicbooking.co.uk> and are subject to availability.
- **Bookings can only be made by the account holder.**
- The account holder accepts these terms when making a booking.
- Full payment is required at the time of booking, including payments via Childcare Vouchers or Tax-Free Childcare.
- Card payments must be completed within 1 hour or the booking will be cancelled.
- Parents must request Childcare Voucher or Tax-Free Childcare payments immediately after booking. Magic Booking does not process these automatically.
- Booking and payment confirmations are emailed to the account holder.
- Children arriving without a prior booking will be sent to the school office. Parents must complete a Late Booking - In2Sport cannot book sessions on your behalf.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- Booked but unattended sessions are charged unless cancelled with at least 2 days' notice. This 48 hours from the session start time.
- Parents must inform Head Office by email (info@in-2-sport.co.uk) if their children are arriving late at after school club due to attending an extra-curricular club.
- Booking swaps (subject to availability) must be requested by parents with at least 2 days' notice. These swaps must be made by the parent to avoid admin fees.
- In2Sport does not offer refunds of any balance in credit from cancelled sessions.
- Refunds are not provided for cancelled sessions or overpaid balances.
- Childcare Voucher and Tax-Free Childcare payments should only cover outstanding balances, not create credits to avoid losing any voucher payment should childcare requirements change, the child leave school etc.
- All bookings must be made prior to arriving onsite. Bookings are made by the parent.
- **It is the parents' responsibility to inform the school if their child is attending after school club if booked after 2pm (registers are sent to the school office at 2pm).**

Special Offers and Discount codes:

- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time.

Payments and Overdue Balances:

- Accepted payment methods: Credit/Debit Card, Childcare Voucher, Tax-Free Childcare, and Childcare Grant Payment Service.

- Voucher or Tax-Free Childcare payments must be requested immediately and received within 5 working days to avoid a £1 per day late fee.
- When paying by Childcare Vouchers or Tax-Free Childcare, please use your child's full name as the payment reference and advise us to expect this payment via email at info@in-2-sport.co.uk so we can expect this, and reconcile promptly.
- For Childcare Grant, parents must email payment requests the Monday after the session week.
- Universal Credit bookings must be paid upfront. Proof of payment can be downloaded for claims. A copy of Proof of Payment can be downloaded from your account to use for a Universal Credit Claim. It is the parents' responsibility to provide this information.
- Overdue balances may result in termination of your child's place and referral to a debt collection agency, with costs passed to the debtor.

Booking Fees and Late Payment Fees:

- A £1 booking fee applies when our Office Team make a booking, or a booking change on behalf of a parent (this is in exceptional circumstances only).
- A £1 per day late fee applies to Voucher or Tax-Free Childcare payments not received after 5 working days from the booking being made.

Late Collection Fees:

A charge of £10, per every 10 minutes, per child up until collection will be applied to all collections made after the advertised session end time.

Safeguarding and Welfare:

- If your child does not arrive at a booked After School Club session and we have not been advised of their non-attendance by you as the parent, we will attempt to contact you, and should we be unable to, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.
- In2Sport are obligated to report any suspected child abuse or neglect to the relevant authorities.

Medication:

Children requiring medication must have the following in place before attending:

1. A completed Health Care Plan
 2. A signed Permission to Administer Medication form
 3. Medication available at the club (unless confirmed to be accessible at school)
- Please note, children cannot attend without these steps in place.

Behaviour:

- Bullying, harassment, or aggressive behaviour by children or parents is not tolerated.
- In2Sport will work in partnership with parents, schools, and children with the aim to manage behaviour using clear, consistent & positive strategies.

- In2Sport has a responsibility for ensuring the well-being and safety of all children.
- In serious cases, In2Sport may ask parents to remove a child from sessions or may terminate bookings/accounts with no refund.

Collections:

- Only authorised adults aged 16+ may collect children. Parents must update authorised collector details in their account.
- Parents can make amendments to their Collectors list at any time. In2Sport cannot do this on behalf of a parent.

Babysitting:

- Private arrangements between parents and staff are not affiliated with In2Sport. In2Sport accepts no responsibility for such arrangements.

Forced Closures:

- If In2Sport is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Gas leak, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes:

- In2Sport may need to amend activity programmes, schedules, services, dates, times, and/or venues on occasions that may be out of our control. This will include a credit compensation to the customer for any booked and paid for sessions.

Photography:

- In2Sport occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's consents are up to date.

Complaints:

- Please see our complaints procedure for official steps of making a complaint.

Lost Property:

- On request, In2Sport will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent.

Unclaimed items will be donated to schools or charities:

- After School/Breakfast Club: end of each half term
- Holiday Clubs: 2 weeks after school holidays

Abuse of staff:

- The threat or use of physical violence, verbal abuse, intimidation, or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police.

Data Protection:

- In2Sport collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- In2Sport may use your contact details for future marketing purposes.

For In2Sport policies and procedures, please visit: www.in-2-sport.co.uk

Parents must agree to the terms and conditions of our booking system in order to book with us.