

# PlayStrong Terms & Conditions

## 1. Introduction

Welcome to **PlayStrong**. These Terms & Conditions govern your membership, training, and participation in any activities associated with the club, including in-person and online services.

By enrolling in our classes, using our website, or engaging with our club in any way, you agree to abide by these terms.

## 2. Membership & Fees

### 2.1 Membership Registration

All students must complete a registration form before participating in training. This includes providing relevant medical history, emergency contact details, and any additional safeguarding information where applicable.

### 2.2 Membership Fees & Payments

- All training fees, membership payments, and associated costs must be paid in advance.
- Payment methods accepted include cash, bank transfer, direct debit, or other club-approved payment platforms.
- Failure to pay membership fees may result in suspension from classes until outstanding payments are settled.
- Membership fees are non-transferable.

### 2.3 Refunds

- Refunds will not be issued for missed sessions, unless in exceptional circumstances at the discretion of **PlayStrong**.
- If a student cancels their membership within the first 14 days of joining, a full refund may be issued if no training has taken place.
- Refunds for long-term injuries or illness may be considered with medical evidence.

## 3. Class & Private Lesson Cancellations

### 3.1 Regular Class Cancellations

- Classes may occasionally be cancelled or rescheduled due to unforeseen circumstances, such as instructor illness or venue unavailability.
- If **PlayStrong** cancels a class, students will be offered an alternative session or credit towards future training.

### 3.2 Private Lesson Cancellation Policy

- Private lessons must be cancelled at least **24 hours** in advance to receive a reschedule opportunity.
- Failure to provide adequate notice will result in the full lesson fee being charged.

## 4. Code of Conduct & Behaviour

To ensure a safe and respectful training environment, all students and parents must adhere to the following:

- Respect instructors, fellow students, and all club personnel at all times.
- No foul language, bullying, or aggressive behaviour will be tolerated.
- Students must arrive on time, in appropriate training attire, and with the necessary equipment.
- Parents/guardians must respect instructor-led classes and avoid interfering with coaching unless invited to participate.

## 5. Safeguarding & Welfare

**PlayStrong** is committed to safeguarding children, young people, and vulnerable adults.

- All instructors and relevant staff are DBS-checked and receive safeguarding training.
- Any safeguarding concerns should be reported immediately to the designated safeguarding officer or to BMABA's Safeguarding Team at [safeguarding@bmaba.org.uk](mailto:safeguarding@bmaba.org.uk) or by calling 01798 306546.

## 6. Use of the Club's Website & Digital Resources

By accessing our website and online resources, you agree to:

- Use our website in accordance with UK laws and regulations.
- Not distribute, copy, or misuse any content from **PlayStrong** without permission.
- Not engage in any unauthorised sharing or distribution of club-provided materials.

## 7. Photography & Videography

From time to time, photographs and videos may be taken during training sessions for club marketing and promotional purposes.

- Students or parents/guardians will be required to provide written consent before any media featuring them is used publicly.
- Any participant who does not wish to be photographed or recorded must notify the club in writing.
- Images and videos will be stored securely in line with GDPR regulations.

## 8. Liability & Assumption of Risk

Martial arts training involves physical contact and carries an inherent risk of injury.

- All students train at their own risk and must sign an assumption of risk form before participating.
- **PlayStrong** will not be held liable for personal injury, loss, or damage unless caused by proven negligence.
- Students are responsible for ensuring they are physically fit to participate and must disclose any medical conditions that may impact their training.

## 9. Data Protection & Privacy

**PlayStrong** complies with the UK GDPR and Data Protection Act 2018.

- Personal data collected from students is used solely for membership, safety, and communication purposes.
- Data will not be shared with third parties without consent unless required by law.
- For more details, please refer to our Privacy Policy.

## 10. Complaints Procedure

If you have a complaint, please follow the procedure below:

- Raise concerns informally with the instructor or club manager.
- If unresolved, submit a formal complaint in writing to **PlayStrong** via email or post.
- If the complaint relates to safeguarding or is not resolved, it can be escalated to BMABA's Safeguarding Team via [safeguarding@bmaba.org.uk](mailto:safeguarding@bmaba.org.uk) or by calling 01798 306546.

## 11. Amendments & Updates

**PlayStrong** reserves the right to update these Terms & Conditions as necessary. Any significant changes will be communicated via email or posted on our website.

## 12. Acceptance of Terms

By training with **PlayStrong**, you acknowledge and agree to these Terms & Conditions.

For any questions, please contact **PlayStrong** at [matt@play-strong.co.uk](mailto:matt@play-strong.co.uk).