



Updated Policies & Procedures - December 2011

New motive8 Schools Club Booking Policy

All motive8 clubs have a limited number of places which is dictated by our coach to child ratio. We aim to adhere to 1:15 for children aged up to 8 years old and 1:8 for children less than 8 years.

All bookings are to be made via our website at www.m8group.co.uk/schools. Parents will be informed of dates when bookings go live via email and/or by flyers distributed via the school.

If booking for a club is unsuccessful due to the club being full, your child will be placed on a waiting list and you will get first refusal on a place when it becomes available.

A confirmation email will be sent to parents when their child's place is secure.

New Term

Please note that places do not roll over to the next term. You must book a new place for your child for every term they wish to participate in a club.

Re-booking Reward

If you re-book your child on a motive8 club using our online system, you will receive a £5 discount.

Refunds

If a session is cancelled by motive8, and we are unable to carry the session over within the same term, we will offer a full refund for that session.

If your child leaves the school, or decides that they no longer want to participate in that club, then a refund will be offered for any remaining sessions. Cut off point for refunds due to child choosing not to continue is half term (this enables us to offer the place to another child on the waiting list for a decent duration).

If your child is sick/injured and no longer able to participate, then a refund will be offered for any remaining sessions.

If a course does not run due to low numbers, then motive8 will offer a full refund.

Rebooking discounts will be deducted upon refund of a club as these are only applicable to full term bookings.

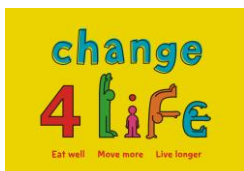
Trials

motive8 is unfortunately not able to offer trials to our sessions. This is so that we can keep track of club numbers and not exceed our ratios. It also avoids disappointment on popular clubs as children can trial a club but then not be able to book a place online. For this reason,

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we ask all parents to book their child onto the club for the full term and then, should your child not enjoy the club, we will offer a full refund for all remaining sessions. (See refund policy for full details).

Changing Policy

We are unable to accept responsibility for assisting children whilst they are changing into sports kit for an activity. This is in line with the Safeguarding and Protecting Children

Guidelines (set by NSPCC & Sports Coach UK). Parents should decide whether their children are able to change by themselves or not. If children are unable to change themselves, then we ask for parents to assist them.

Wet Weather Policy

The motive8 coach in charge of each activity will make the decision as to whether the conditions are safe for children to participate in an outdoor session.

If the weather is extremely bad, then the coach will seek an appropriate indoor space for a practical session.

If all larger indoor spaces are occupied, then a classroom will be used for a relevant classroom-based session to take place. This will be active where possible.

Complaints Procedure

We take complaints very seriously. If you have a bad experience with motive8, then please make a formal complaint in writing so that we can deal with it appropriately.

Email: info@m8group.co.uk

In writing: motive8, 3 The Mews, 53 High Street, Hampton Hill, Middlesex TW12 1NH



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