



Terms & Conditions

Strive PE and Sport

Version: 3

Last Review: September 2026

Next Review: September 2027

1. Introduction

These Booking Terms and Conditions apply to consumer bookings made with Strive PE and Sport Ltd and Strive to Be CIC ("Strive", "we", "our" or "us") for holiday camps, after school clubs, breakfast clubs, community sports sessions, SEND provision and other activities delivered by us.

By completing a booking, you confirm that you have read and understood these Terms and Conditions and agree to them. They should be read alongside our Parent Guide, Privacy Notice and other relevant policies referred to in this document.

Our aim is to provide safe, enjoyable, inclusive and high-quality activities for every child. We value open communication with parents and carers and will seek to resolve concerns fairly and promptly.

Nothing in these Terms and Conditions excludes or limits any statutory right or remedy that cannot legally be excluded or limited.

2. Definitions

For the purpose of these Terms and Conditions:

- Activity means any session, club, holiday camp, programme or event organised by Strive.
- Booking means a confirmed reservation for a child to attend one or more Activities.
- Parent/Carer means the person making the Booking and accepting these Terms and Conditions.
- Child means the participant attending the Activity.
- Working Day means Monday to Friday, excluding public holidays in England and Wales.

3. Booking Agreement

A Booking becomes binding when the booking has been submitted, payment has been successfully received and Strive has issued a booking confirmation, subject always to any statutory rights that apply.

The person making the Booking confirms that they are authorised to make the booking and is responsible for ensuring that information supplied is accurate and complete.

Where the booking is made by one parent/carers, that person is responsible for ensuring that any other parent/carers involved in the arrangements is aware of the Booking and these Terms and Conditions.

4. Eligibility

Activities are designed for children within the advertised age ranges. Parents and carers must ensure that their child meets the advertised eligibility requirements.



We may decline or cancel a Booking where materially incorrect information has been provided, where the child does not meet the advertised eligibility criteria, or where, following an individual assessment and consideration of reasonable adjustments, we cannot safely provide the Activity. Where practicable, we will discuss the situation with the family before making a decision.

5. Payment

Full payment is required at the time of booking unless a different payment arrangement is expressly offered.

Bookings will not normally be confirmed until payment has been successfully received.

Approved debit and credit cards and any other payment methods made available during the booking process may be used.

Payment information is processed by our payment provider. Strive does not store full payment card details.

Any promotional discount, voucher or offer must be applied in accordance with its stated terms. Offers are subject to availability and may have specific eligibility or expiry conditions.

6. Prices and Mandatory Charges

The total price payable for a Booking will be clearly displayed before the Booking is completed and will include mandatory fees, charges and taxes that the consumer is required to pay.

Prices may change before a Booking is made. Once a Booking has been confirmed, the price will not normally be increased.

If a genuine pricing error is identified, we will notify you as soon as reasonably practicable and explain the options available before taking any further payment.

Optional products or services will be clearly identified as optional and will not be added without the customer's agreement.

7. Booking Confirmation

Following successful payment, a booking confirmation will normally be sent by email.

Parents and carers should check the confirmation promptly, including:

- child's full name
- date of birth
- activity and location
- dates booked
- emergency contact details
- medical and allergy information
- additional support information

Any error should be reported to Strive as soon as possible.



8. Consumer Rights

These Terms and Conditions are subject to applicable UK consumer legislation, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, where applicable.

Services supplied to consumers must comply with applicable statutory requirements, including requirements relating to reasonable care and skill and correspondence with information provided about the service.

Nothing in these Terms removes or limits statutory rights or remedies that cannot legally be excluded.

9. Changes Requested by Parents or Carers

Parents and carers may request an amendment or transfer to a Booking. Requests are subject to availability, staffing and operational requirements and cannot be guaranteed.

We will make reasonable efforts to accommodate requests where possible.

Where an amendment is requested because of an error made by the person completing the Booking, a £4 administration charge may apply. The charge is intended to cover reasonable costs associated with processing the amendment.

The charge will not apply where the amendment, cancellation or refund is required because of an error or failure by Strive or where applying the charge would otherwise be prohibited by law.

Where an amendment or transfer results in a refund, any applicable administration charge will be deducted from the refund.

Requests should be made directly to Strive as soon as possible.

10. Changes Made by Strive

We aim to deliver Activities as advertised. Occasionally, changes to programmes, venues, dates, staffing, activities, timetables or equipment may be necessary.

Where reasonably practicable, we will inform parents and carers of significant changes in advance.

If a significant change is necessary before an Activity begins, we will, where reasonably practicable, offer an alternative activity, date or venue, or a refund where no suitable alternative can be provided.

Minor changes will not normally entitle a customer to a refund where the Activity continues to substantially correspond with the description provided at the time of booking. This does not affect any statutory rights or remedies.

11. Events Outside Our Reasonable Control

We will not be responsible for failure or delay in providing an Activity where this is caused by circumstances genuinely outside our reasonable control and which make delivery unsafe, unlawful or impossible.

Examples may include severe weather, flooding, fire, government restrictions, public health emergencies, infectious disease outbreaks, venue closure, utility failure, industrial action or other exceptional circumstances outside our reasonable control.



We will take reasonable steps to minimise disruption. Where appropriate, we may offer an alternative date, activity or venue or a refund.

This clause does not exclude or limit any statutory right or remedy that cannot legally be excluded or limited.

12. Cancellations and Amendments by Parents or Carers

For Activities taking place on a specified date or during a specified period, the statutory 14-day cancellation right under the Consumer Contracts Regulations may not apply where the relevant leisure-activity exemption applies. Where a statutory cancellation right does apply, it will not be affected by this section.

As a goodwill arrangement, Strive will normally provide a refund where a Booking is cancelled at least 7 days before the booked Activity date, less a £4 administration charge. The charge will be applied only where it is fair, proportionate and legally permitted.

Cancellations made less than 7 days before the booked Activity date will not normally be eligible for a discretionary refund.

This policy applies to ordinary customer cancellations, including cancellations arising from illness, injury, holidays, appointments or changes in personal circumstances, but does not override any statutory cancellation, refund or other remedy that applies.

Where a statutory refund is due, it will be provided in accordance with the applicable legal requirements.

Any request to cancel or amend a Booking should be made directly to Strive as soon as possible.

13. Cancellations by Strive PE and Sport

We may cancel an Activity where circumstances make it unsafe, unlawful or impracticable to continue, including severe weather, venue closure, serious health and safety concerns, government restrictions, public health emergencies or other exceptional circumstances.

Where we cancel an Activity, we will, where reasonably practicable, offer a suitable alternative session, venue or date.

If no suitable alternative is offered or accepted, a refund will be provided for the cancelled Activity, subject to any different statutory entitlement that may apply.

No administration fee will be deducted from refunds for Activities cancelled by Strive.

Refunds will normally be made using the original payment method and within the period required by applicable law.

14. Non-Attendance

If a child cannot attend a booked Activity, parents or carers should notify Strive as soon as possible.

Where a child does not attend and the Booking has not been cancelled in accordance with the applicable cancellation arrangements, no discretionary refund, credit or replacement session will normally be provided.

Any alternative session offered is at Strive's discretion, subject to availability and any statutory rights that apply.



15. Arrival and Collection

Parents and carers are responsible for ensuring that children arrive and are collected at the advertised times.

Children must be signed in and signed out using the procedures in place at each venue.

Children will normally only be released to parents, carers or authorised collectors named on the Booking form unless alternative arrangements have been agreed in advance.

For safeguarding purposes, staff may request photographic identification before releasing a child to an unfamiliar collector.

Changes to collection arrangements must be communicated to the Camp or Club Leader as soon as possible.

16. Late Collection

If you are delayed collecting your child, please contact the Camp or Club Leader immediately.

Where a late collection charge applies, the amount and basis for calculating the charge will be clearly communicated during the booking process. Mandatory charges will not be hidden or added later without appropriate notice and agreement.

Repeated or significant late collection may be considered when assessing future bookings where reasonably necessary to protect children and staff.

If a child has not been collected and authorised emergency contacts cannot be reached, we will follow our safeguarding and emergency procedures, which may include contacting appropriate statutory agencies.

17. Medical and Other Relevant Information

Parents and carers must provide accurate and up-to-date information that is relevant to the child's health, safety, participation and support needs.

This may include medical conditions, allergies, disabilities, dietary requirements, medication, additional support needs and emergency medical information.

Parents and carers must tell Strive as soon as reasonably possible if relevant information changes before attendance.

Failure to provide relevant and accurate information may affect our ability to safely support the child. Where necessary, we may review whether the Activity can safely be provided, taking reasonable adjustments into account.

18. Medication

Medication will only normally be administered where:

- appropriate written parental/carers consent has been provided
- the medication is clearly labelled with the child's name
- the medication is supplied in its original packaging where appropriate
- clear administration instructions have been provided
- administration is consistent with our Medication/First Aid Policy and applicable guidance



Emergency medication, including inhalers and adrenaline auto-injectors, must accompany the child whenever it is required for the child's safety, unless alternative arrangements have been expressly agreed.

Staff will not administer medication where doing so would be unsafe or outside the scope of their training, authorisation or applicable policy. In an emergency, appropriate medical assistance will be sought.

19. Illness and Infectious Diseases

Children should not attend if they have a high temperature, are vomiting or have diarrhoea, have an infectious illness, or are otherwise too unwell to participate safely.

Where a child becomes unwell during an Activity, parents or carers will be contacted and expected to collect them as soon as reasonably possible.

Emergency contact numbers must remain available throughout the Activity.

Where applicable, return-to-activity arrangements will follow current public health guidance and Strive's relevant procedures.

20. Additional Needs, Disability and Inclusion

Strive is committed to an inclusive environment and will consider and make reasonable adjustments where required by law and where reasonably practicable and safe.

Parents and carers should provide relevant information about a child's disability, medical needs, EHCP or other support requirements where this information is necessary to enable safe and effective participation.

This information helps us assess support needs, plan reasonable adjustments, consider staffing and maintain the safety and wellbeing of all participants.

Each child will be considered individually. Where additional support is required, we will discuss suitable arrangements with the family.

If, after considering reasonable adjustments and relevant support arrangements, we cannot safely meet a child's needs within the provision available, we will discuss alternative options with the family before making a decision regarding attendance, except where immediate action is necessary for safety.

21. Health and Safety

The health, safety and wellbeing of children, staff and visitors is a priority.

Participants are expected to follow staff instructions, behave safely, use equipment correctly, treat others respectfully and remain within supervised areas.

Parents and carers must ensure children arrive with suitable clothing and footwear for the Activity and weather conditions. For outdoor activities during colder months, children should bring a warm, waterproof coat and suitable outdoor clothing.

Activities may be adapted, postponed or cancelled where weather or other safety considerations require.

22. Accidents and Emergencies

Appropriately trained first aiders will be available during Activities in accordance with the nature and risk of the provision.



In an accident or medical emergency, trained staff will provide appropriate first aid within the scope of their training and seek emergency medical assistance where necessary.

If urgent medical attention is required, Strive may contact emergency services and arrange appropriate emergency assistance. We will attempt to contact a parent/carer or emergency contact as soon as reasonably practicable, provided this does not cause unnecessary delay to emergency care.

Parents and carers will be informed as soon as reasonably practicable following any significant accident or medical emergency.

23. Safeguarding

Strive is committed to safeguarding and promoting the welfare of every child.

Staff and volunteers receive safeguarding training appropriate to their roles and follow the organisation's Safeguarding and Child Protection Policy.

Where a safeguarding concern arises or a child discloses abuse or neglect, Strive will follow its safeguarding procedures and may share information with relevant agencies where this is necessary, permitted or required by law to safeguard a child.

The welfare of the child will be a primary consideration in safeguarding decisions.

24. Behaviour Expectations

Strive aims to provide a safe, positive and inclusive environment.

Children are expected to:

- treat children, staff, volunteers and visitors with kindness and respect
- follow reasonable staff instructions
- use equipment safely and appropriately
- respect venues and property
- participate safely and responsibly

We recognise that children may display challenging behaviour. Staff will use positive, age-appropriate behaviour management strategies.

Where behaviour presents a significant risk to the safety or wellbeing of the child, other participants or staff, parents or carers may be contacted and asked to collect the child.

Serious or repeated incidents may result in temporary or permanent exclusion where reasonably necessary. Decisions will be fair, proportionate and consistent with our Behaviour Management Policy, and relevant disability or additional needs will be considered.

25. Photography and Video

Strive may take photographs or videos during Activities for promotional, educational, funding or marketing purposes only where the relevant consent has been obtained.

Consent will be requested separately from acceptance of these Terms and Conditions and should not be a condition of booking.

Where consent has been given, images may be used on our website, social media, printed promotional materials and relevant funding or promotional publications, subject to the scope of the consent provided.



Parents and carers may withdraw consent by contacting Strive. Withdrawal will not affect processing that took place lawfully before withdrawal, and withdrawal may not always allow us to retrieve material already published or distributed.

Parents and carers should not photograph or film other children without appropriate permission.

26. Personal Property

Children should avoid bringing valuable or unnecessary items to Activities.

Mobile phones, electronic devices, jewellery, money and other personal belongings remain the responsibility of the child and parent/carer.

To the extent permitted by law, Strive will not be responsible for loss, theft or damage to personal belongings unless caused by Strive's negligence or another circumstance for which we are legally responsible.

Lost property will be managed in accordance with our Lost Property Policy.

27. Liability

Strive maintains appropriate insurance cover for its activities, including Public Liability and Employers' Liability insurance as applicable.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or other liability that cannot legally be excluded or limited.

To the extent permitted by law, Strive will not be responsible for loss of personal belongings or losses arising solely from materially incorrect information supplied by the parent/carer.

Nothing in this section removes any statutory rights or remedies available to consumers.

28. Programme Delivery

Programmes may occasionally need to change because of weather, venue availability, staffing requirements, health and safety considerations or other operational circumstances.

Where an Activity continues and remains substantially consistent with its advertised description, such changes will not normally entitle a customer to a refund, subject to statutory rights.

Where Strive cancels an Activity and no suitable alternative can be offered, a refund will be provided for the cancelled Activity, subject to any different statutory entitlement.

29. Data Protection and Privacy

Strive processes personal information in accordance with applicable data protection legislation, including the UK GDPR, the Data Protection Act 2018 as amended, the Data (Use and Access) Act 2025 and applicable Privacy and Electronic Communications Regulations, together with our Privacy Notice and Data Protection Policy.

Information collected during booking may be used to administer bookings, safeguard children, provide Activities safely, contact parents/carers, manage emergencies, meet legal and regulatory obligations and otherwise provide the contracted service.



Direct marketing will only be carried out where there is an appropriate lawful basis and, where required, consent. Marketing preferences will be kept separate from acceptance of these Terms.

Personal information will not be sold to third parties. Information may be shared where necessary and lawful, including with service providers, venues, emergency services, safeguarding agencies or regulators where appropriate.

Further information is contained in our Privacy Notice.

30. Complaints

We welcome feedback and aim to resolve concerns promptly and fairly.

Concerns should normally be raised with the relevant Camp or Club Leader as soon as possible.

If the matter cannot be resolved informally, a formal complaint may be submitted in writing to a Director. Complaints will be investigated in accordance with our Complaints Policy.

Where appropriate, parents/carers may also contact the relevant Local Authority, commissioning organisation or other appropriate regulatory body.

Abusive, threatening or aggressive behaviour towards staff, volunteers or participants will not be tolerated. Where necessary and proportionate, this may result in a Booking being cancelled or future bookings being declined.

31. Equality, Diversity and Inclusion

Strive is committed to an inclusive environment where every child has the opportunity to participate.

We will not unlawfully discriminate on grounds protected by the Equality Act 2010, including age, disability, race, religion or belief, sex, gender reassignment, sexual orientation, pregnancy and maternity, and marriage or civil partnership.

We will consider reasonable adjustments for disabled children and participants where required by law, while maintaining the safety and wellbeing of everyone attending.

We expect participants, parents, carers, staff and volunteers to contribute to a respectful and welcoming environment.

32. Intellectual Property

Content produced by Strive, including logos, branding, activity plans, resources, photographs, documents, promotional materials and website content, remains the property of Strive unless otherwise stated.

No material may be copied, reproduced, distributed or used commercially without prior written permission, except where permitted by law.

33. Third-Party Providers and Venues

Strive may work with schools, local authorities, community organisations, venues and external providers to deliver Activities.

Where Activities are delivered in partnership with another organisation, participants may also need to comply with relevant venue policies and procedures, including health and safety, safeguarding and site-security requirements.



Parents and carers will be informed where additional venue requirements materially affect participation.

34. Changes to these Terms and Conditions

We may update these Terms to reflect changes in law, guidance, operational requirements or organisational practice.

The latest version will be made available through our website or on request.

Changes will not retrospectively remove rights that apply to an existing Booking. Where a significant change materially affects an existing Booking, we will communicate it as soon as reasonably practicable.

The version applicable to a Booking will normally be the version accepted at the time the Booking was made, unless a change is required by law or is otherwise agreed with the customer.

35. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any dispute will be subject to the courts of England and Wales, except where applicable consumer law provides a customer with a right to bring proceedings elsewhere.

36. Related Policies

These Terms should be read alongside relevant Strive policies, including:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Behaviour Management Policy
- Complaints Policy
- Privacy Notice
- Data Protection Policy
- Lost Property Policy
- Equality, Diversity and Inclusion Policy
- First Aid and Medication Policy
- Emergency Procedures
- Photography and Media Policy

Copies of relevant policies are available on request and, where appropriate, through our website.

37. Contact Information

Strive PE and Sport Ltd

Registered office: 34 Crosier Court, Upchurch, Kent, ME9 7AR

Telephone: 07378 951411

Email: admin@strivepeandsport.co.uk

Website: www.strivepeandsport.co.uk

Company number: 12479339

For formal complaints, please follow the Complaints Policy or contact a Director.



38. Acceptance of these Terms and Conditions

By completing a Booking, you confirm that:

- you have read and understood these Terms and Conditions
- you agree to be bound by these Terms and Conditions, subject to applicable statutory rights
- the information you have provided is accurate and complete to the best of your knowledge
- you will keep relevant information about your child up to date
- you understand that personal information will be processed in accordance with our Privacy Notice
- you will ensure that other parents/carers involved in the arrangements are made aware of these Terms where appropriate

Failure to comply with these Terms may result in a Booking being cancelled or participation being refused where reasonably necessary to protect the safety, wellbeing or enjoyment of children, staff and other participants, subject to applicable law and any relevant statutory rights.

Please keep a copy of these Terms and Conditions for your records.