



Forest Sports Education LTD
Kings Buildings
Hill Street
Lydney
GL15 5HE

Ipal Bookings - Terms and Conditions

Bookings

1. Prostars offer an online booking service for After School Clubs and Holiday Camps. Once the booking form has been completed and submitted, your child will be successfully enrolled on the course.

1.1 All bookings must be accompanied by payment in full. Failure to do so can result in the booking being cancelled.

1.2 Any cancellations made more than 7 days prior to the attending day can be cancelled by the parent through the booking system. This will stay as wallet credit on iPAL to be used any time in the future.

1.3 If the parent wants their wallet funds refunded back into their online bank, it will carry a £5 admin fee unless agreed otherwise by a member of Prostars senior management team.

1.4 Failure to disclose in full, any medical or special needs may result in late cancellations by Prostars, i.e if your child ever requires additional support and Prostars are not able to meet their needs or ensure the enjoyment & safety of themselves or others. If additional funding is offered to support a child on a 1-1 basis and Prostars has a member of staff available, this option can be explored.

1.5 In the event that Prostars has to cancel an event due to insufficient numbers, parents / guardians will be notified at least 24 hours before the event and a full refund will be issued and a space at another camp offered.

1.6 If a holiday club is cancelled due to the school being closed for a reason out of our control, Prostars will issue a refund or an alternative space at another camp.

Health and safety

2. Prostars do not accept responsibility for any personal injury, death, loss or damage of property other than to the extent of that it resulted from our negligence.

2.1 Prostars cannot be held responsible for any injury caused whilst travelling to and from our events or venues.



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2.2 In the event that a participant needs medical attention during any session, then you agree to us arranging appropriate and necessary treatment unless stated otherwise.

2.3 The cost of damage caused by you or any participant you have booked onto our session to any property or facility will be passed onto you.

Complaints

3. If you or your child are dissatisfied with the service we provide then please notify a member of staff at the event or make contact via email at info@prostars-fse.com and your concern will be dealt with promptly.

Privacy Policy

4. Prostars are dedicated to the values of data protection and the business will follow the principles of the Data Protection Act 1998 throughout. Prostars is very respectful of all personal data you provide us with. The information we gather from you is to enable us to collate registers for After School Clubs and Holiday Courses. Prostars do not pass any of your personal information onto third parties. We hold the contact details for all the children's parents / guardians in case of emergencies. Information transferred over the internet is insecure, therefore Prostars cannot be held responsible for the security of data sent over the internet. From time to time, we may update our privacy policy so to ensure you are aware of any changes, we encourage you to occasionally check this page.

These terms & conditions are governed by and interpreted in accordance to English law and shall be subject to the exclusive jurisdiction of the English courts.