

Terms of Business

This document outlines the standard terms of business in operation between Coaching Connection Ltd and clients. Please note that confirming a booking implies acceptance of the terms of business, which constitutes a contractual agreement between the two parties, all of which apply unless specifically agreed with Coaching Connection Ltd.

Coaching Connection Ltd is responsible for:

- Providing a coach for the class agreed with the client on the date(s) requested by the client.
- Continuing to provide a coach, meeting the clients minimum requirements indefinitely, unless an end date or number of classes is specified.
- Ensuring that all coaches supplied hold an NGB recognised coaching qualification.
- Ensuring that all coaches hold a current (not less than three year old) enhanced CRB disclosure.
- Ensure that all coaches are eligible to work in the environment requested.
- Provide an accurate invoice to clients which includes the level of coach supplied, location and date and time of the class.

The client is responsible for:

- Ensuring that the environment is safe for the sport being performed.
- Ensuring that all equipment has been serviced within the 12 months prior to the booking and has been maintained in accordance with NGB recommendations.
- Providing sufficient safety equipment and/or matting to meet current NGB recommendations.
- Providing first aid as required.
- Ensuring that agreed performer:coach ratios are not exceeded.
- Where the coach is employed to supervise set up and pack away of equipment and where there is only one coach being supplied by Coaching Connection Ltd, the client will provide appropriately trained members of staff to assist with handling heavy equipment.
- Informing Coaching Connection Ltd (or the coach where appropriate) of any special requirements of individuals within the class eg. disabled participants.
- Discussion of any employment matters (including changes to times/dates, additional coaching required or changing pay rate) directly with Coaching Connection Ltd rather than the coach.
- Payment of invoices in a timely fashion.
- Notify Coaching Connection Ltd of any cancellation no less than 24 hours prior to commencement of a booking. Failure to do so will result in the client being charged for the booking, regardless of any coaching performed.

Should any member of Coaching Connection Ltd staff believe that these terms of business have been contravened, all bookings with the client will be immediately suspended until any issues are rectified. This may result in a coach using their discretion and terminating a class which they are coaching.

All coaches are subject to a restrictive covenant regarding work for clients of Coaching Connection Ltd. Any continuation of, or additional work, must be arranged through Coaching Connection Ltd. Should a client wish to directly employ any current or previous employee of Coaching Connection Ltd a contract release fee will be required. Any client failing to comply will be liable for the release fee, additional costs relating to the enforcement of this term and all lost income between the date of the breach until a resolution has been reached.

Whilst a number of our coaches hold specific first aid or disabilities coaching qualifications, the client must specifically discuss with Coaching Connection Ltd any classes where a coach is required to hold these qualifications.

Should you have any queries regarding these terms or would like advice on current servicing or safety requirements, please contact Coaching Connection Ltd at the address provided above.