



UNIQUE FA

New Parent Information
2015/2016 Academic Year

www.uniqefa.com
info@uniquefa.com

(Effective November 2015)



Welcome

Welcome to Unique FA and thank you for choosing to book your child onto one of our programs. Please take the time to read the following information as it answers the most common questions parents have including:

- How to book your child onto a program
- Fees & Payment
- How to be ready for a session
- Terms & Conditions
- Parental Declaration

HOW TO BOOK YOUR CHILD ONTO A PROGRAM

How do I book my child onto a Program?

To book your child onto one of our programs (Elite Academy, Technical Centres or Futsal) you will need to complete an online booking form. To complete a booking form please click **here**. Your first session will be a FREE taster session. If you decide to continue with the program after the taster session you will need to set up your payment with our payment provider Go Cardless. Please see below for how to do this.

FEES & PAYMENT

How much are the programs at Unique FA?

The fees for our programs are as follows:

- Elite Academy - **£48** incl. VAT per month (x12 payments per annum)
- Futsal Program - **£36** incl. VAT per month (x12 payments per annum)
- Technical Centre Program (Beckenham & Croydon) - **£36** incl. VAT per month (x12 payments per annum)

How do I pay?

We know life can be a little busy even at the best of times, so we've tried to make paying as simple as possible. At Unique FA we collect all payments via our paperless direct debit payment provider Go Cardless. Paying by Go Cardless saves time as it is quick and easy to set up and only needs to be done once.



To make a payment simply set up an account with Go Cardless by clicking on the 'Pay With GoCardless' button below (you will need your bank account number and bank sort code.) It should take no more than 2 minutes to do!

Pay with **GOCARDLESS**

Once you have done that your part is done! When a payment becomes due, we will notify you by email prior to the payment being taken and you can sit back and relax in full knowledge that everything has been taken care of.

When will you collect the monthly fee?

We will collect the monthly fee on or around the **4th day of each calendar month**. You will be notified by email at least 3 days before the payment will be collected.

Can I pay without using Go Cardless?

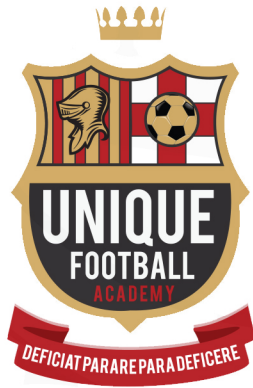
At Unique FA all attendees must pay via Go Cardless unless they have contacted us directly to make alternative arrangements. Go Cardless only needs to be setup once and takes only 2 minutes to do!

Do you accept payment by cheque or credit card?

Unfortunately we do not. All payments must be made by using our payment provider Go Cardless. Accepting payments this way saves time as you only need to setup payment once. From that point on payments are automatic, never forgotten, lost or delayed. Accepting payment this way also saves us admin time so we can focus on providing you with a great service.

Do you offer a sibling discount?

Yes. Please contact us if you believe you are eligible for a sibling discount.
info@uniquefa.com



HOW TO BE READY FOR A SESSION

What should my child bring/wear to each session?

To get the most out of a session we ask that all participants/players adhere to the following:

- Astro turf trainers, Firm Ground or Artificial Grass football boots (for **Elite Academy** & **Beckenham Technical Centre** sessions)
- Astro turf trainers (for **Croydon Technical Centre** sessions)
- Indoor court trainers - no studs (for **Futsal** sessions)
- Bring a drink (preferably water) to all training sessions
- Wear shin pads during training and matches
- Do not eat or chew during training and matches
- No jewelery is to be worn by players during training and matches Spitting is not tolerated in any capacity

What is expected on each player during a session or match?

Unique FA expects you to understand your role as part of the training squad and expects you to encourage each other; accepting mistakes will be made by all participants.

If a player has any concerns or worries about their game and how they can improve they must feel at ease to speak with a Unique FA member of staff at any stage.

We expect that players/participants will take the time to learn and understand the laws, rules and spirit of the game.

Players must inform the coach when they have an injury.

No offensive, abusive or insulting remarks shall be made toward any other player, official or parent. Enjoyment is the key to any successful player and Unique FA players should never lose sight of that.



Unique FA Terms & Conditions

The following Terms and Conditions apply to all members and non-member participants and guests in relation to all of their dealings with Unique FA. Please ensure you read the following Terms and Conditions thoroughly. The term 'you' refers to players/parents/guardians/guests and "you" may be singular or plural. The term 'member' refers to a signed academy player.

1. General

We intend to rely on these written terms and conditions for the membership service that we provide to you. We acknowledge that you may receive verbal information from our coaching or administration team but that shall not be incorporated into these terms and conditions which may only be changed by a written amendment signed by a director of Unique FA Ltd.

We will give you reasonable notice in advance of implementing such changes by putting a posting on the Unique FA Website. Where the changes are significant we may also choose to email you with the new details. The changes will apply to your membership from the date on which we notify you of such changes.

These terms and conditions are governed by English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

We may update these terms and conditions from time to time for legal or regulatory reasons or to allow the proper operation of Unique FA or changes to Unique FA which we consider appropriate.

2.1 Membership Fees

An initial payment of £36.00 incl VAT (£48.00 incl VAT for ACADEMY ELITE MEMBERS) must be paid upon joining Unique FA which consists of the final month cancellation notice, a pro-rata fee will also be taken to account for the amount of sessions leading up to the first Direct Debit payment which will come out on the 4th day of the next month and on the 4th of each month thereafter via Direct Debit through our payment provider Go Cardless.

Current membership cost is £36.00 incl VAT per month (£48.00 per month incl VAT for ACADEMY ELITE MEMBERS). There is a minimum of 36 weekly sessions throughout the academic year. In addition, membership includes Holiday Camps delivered during October Half-term and during early August each year.

Unique FA Ltd training operates throughout the national academic year with the monthly cost being divided equally over a 12 month period. Membership may entitle you to receive benefits such as discounts on promotional services offered by Unique FA Ltd partners and sponsors. Goods and services that are offered by a third party mean that your contract for goods and services contained in third party offers is with the seller of the goods and services and not with Unique FA Ltd.

While we make every effort to ensure that offers and promotions are fulfilled, we are not liable to you in connection with any third party offer. Your membership is personal to you and non-transferable. We reserve the right to refuse any application for membership for any reason. Unpaid Direct Debit payments will mean that your membership is immediately suspended until the monies owed are received by Unique FA Ltd.



2.2 Direct Debit

If the amounts to be paid or payment dates change, Unique FA will notify you in writing. You can cancel a Direct Debit at any time by notifying your Bank or Building Society and Go Cardless. Please also notify us at Unique FA within 7 days if you do so.

3. Termination of membership

Monthly memberships cannot be suspended unless there are mid/long-term medical reasons and/or at the discretion of the Director of the Company.

All members have the right to cancel their membership at any time giving a full Calendar month's written notice to Unique FA. In extreme weather conditions Unique FA reserve the right to cancel training at short notice to ensure the safety of the players and coaches. Alternative training sessions will be offered at a later date to compensate. No refunds will be given. No refunds for missed sessions will be issued either.

4. Data & Personal Information

We will hold your data and personal information in accordance with the terms of the Unique FA Privacy Policy and in a secure system. We will retain your details given to us electronically and on paper and we will use your data for registration purposes and to send you emails with news of deals and promotions and updates occasionally. We will only share your data with a third party where/if you have given permission.

5. Protection of your Privacy

All players must register on arrival to training and be "booked in" with the member of staff. They will be marked against the register. Players under 12 years of age must be collected from the pitch side on completion of the session. If you make alternative arrangements with your child Unique FA will not be held liable.

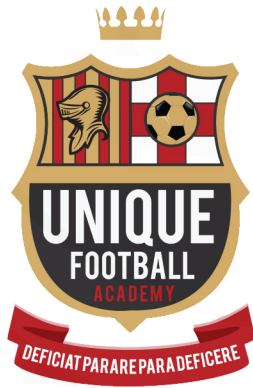
Photographs or video recordings must not be taken at Unique FA training sessions, games or events unless authorized by Unique FA directly and in accordance with our Child Protection Policy. If authorized photographs and video recordings may be used for marketing purposes.

6. Physical Condition of Member

By joining in our activities you are confirming to us that you are in good physical condition and that you know of no medical or other reason why you are not capable of engaging in active or passive exercise and that such exercise would not be detrimental to your health, safety, comfort or physical condition.

7. Absence

We ask that you inform us via email at info@uniquefa.com as soon as you know your child will not be attending a session. All sessions are pre-planned with numbers of participants important in our preparation.



8. Unique FA Duty

We shall not be responsible for any failure by us to perform our obligations to you in relation to your membership where this failure is caused by circumstances beyond our control. We do not seek to avoid liability for negligence occasioning death or physical injury but otherwise our maximum liability for any breach of contract or common law claim shall be limited to the refund of a member's subscription for the current month.

9. Player Code of Conduct

- 1.) Punctuality is taken extremely seriously. If you have any desire to become a professional footballer you need to make sure you arrive on time to training and games. If you are late to training on a regular basis you will be released from the Academy.
- 2.) Unique FA expects a certain level of intensity during each and every training session. Unique FA recognize the pressures players have elsewhere in their lives in terms of their commitments at school and at home and feel they are extremely aware when it comes to this but also stress that players are in an extremely privileged position, one that many young players would love to be in so we urge you to make the most of it.
- 3.) Unique FA expects Academy players to always train in Unique FA training kit.
- 4.) Unique FA expects Academy players to bring a drink to all training sessions.
- 5.) Unique FA expects you to understand your role as part of the training squad and expects you to encourage each other, accepting mistakes will be made by all participants.
- 6.) If for any reason an academy player cannot attend training, or is going to be late a Unique FA member of staff must be contacted in advance via email or telephone.
- 7.) If an Academy player has any concerns or worries about their game and how they can improve they must feel at ease to speak with a Unique FA member of staff at any stage.
- 8.) If any fixtures are arranged Unique FA expects players to conduct themselves in a professional manner. Unique FA expects players to always turn up to games in a Unique FA tracksuit.
- 9.) Enjoyment is the key to any successful player and Unique FA players should never lose sight of that.
- 10.) Understand the laws, rules and spirit of the game and any competition in which you participate.
- 11.) Players must inform the coach when they have an injury.
- 12.) No offensive, abusive or insulting remarks shall be made toward any other player, official or parent.
- 13.) Players must wear shin pads during matches and training.
- 14.) Spitting is not tolerated in any capacity.



15.) No jewelry is to be worn by players during matches or training.

16.) Players must not eat or chew during matches or training.

10. Parents and/or guardians Code of Conduct

1.) Appreciate the laws and rules of the game, never condoning incidents when these are broken.

2.) Encourage your child and others. Refrain from making any negative comments. Refrain from making any tactical or technical instructions. Essentially praise is the only form of communication expected from Unique FA player parents and/or guardians.

3.) Place the well-being and safety of each player above all other considerations.

4.) Encourage and guide players to accept responsibility for their own behavior and performance.

5.) Inform the Academy Manager if there has been a change in your child's medical condition.

6.) No offensive, abusive or insulting remarks shall be made toward any player, official, or parent.

7.) When observing training or games you must stand in the designated area or where directed by a Unique FA member of staff.

8.) Parents must appreciate the coach-player parent relationship with no form of bias expected.

9.) Parents should seek clarification of exactly what is expected of them and what they are entitled to expect from the coach.

10.) Discuss any concerns about training or matches with the coach or manager in private.

11.) Appreciate mistakes will be made and remember enjoyment is the most important aspect of the players development.

12.) Ensure that your child arrives at the designated location for training or events at the time requested by the manager or coach.

13.) Ensure that suitable kit is worn by your child for training and games.

14.) Ensure your child bring appropriate fluids to training and events.

15.) Support the coach's decisions at all times.



11. Customer Services

If you have a query or complaint about Unique FA membership, please contact us using any of the contact details below:

Telephone: 0203 7377609

Email: info@uniquefa.com

PARENTAL/GUARDIAN DECLARATION

I am aware of and understand the potential risks associated with physical exercise and I am voluntarily partaking in these activities in the knowledge I am able to participate. I understand that if there is a change in my medical condition at all, I must inform Unique FA immediately. Without limiting the above, Unique FA Ltd accepts no liability for loss or damage of whatsoever nature and howsoever arising caused to me or suffered by me whilst under the care of Unique FA, unless such loss or liability is caused by the negligent act of Unique FA.

I understand that ALL monthly fees are non-refundable. I acknowledge membership is ongoing from the date of joining, and expires only on cancellation. I accept that I must give a full calendar month notice of cancellation. I accept all members who want to cancel their membership must do so in writing to Unique FA. I understand Failure to do so will result in the claiming of another Direct Debit Payment.

I have read, understand and accept the terms and conditions of Unique FA and agree to abide by them. I understand that Unique FA may from time to time make changes without prior notice. The player registration has been completed to the best of my knowledge and belief.