

Player Ready — Terms & Conditions for Parents and Carers

Clubs · In-person Alternative Provision · Online Alternative Provision

Version 1.3.2 — 25 October 2026 — **effective 1 November 2026** · Ready (ICT) Ltd, trading as Player Ready

All prices in these terms are correct as at 21 October 2026 and include VAT where stated. We give at least 60 days' notice of any price change.

Our approach: fairness

Our approach is built on fairness: fair to families, fair to our staff, and fair to the clubs themselves. A club membership holds your child's place every week, and we plan staff and sessions around those places. If places were paid for only when attended, clubs would quickly become unviable, putting sessions, and the people who run them, at risk. Pay as you go is always there for families who'd rather pay only for the sessions they use.

For self-funded mentoring, we understand the difficulties many families face, particularly delays with EHCPs and funding. That's why we offer self-funding families a discounted rate, and more generous cancellation rights than we offer funders. Keeping that sustainable relies on fairness on both sides (see section 3).

The short version

Clubs

- **Membership £21 a session.** A guaranteed weekly place. Every session we run is charged, even if your child doesn't come. It is not a fixed monthly charge.
- **Pay as you go £25 a session.** Book up to 7 days ahead. A booked session is charged if missed.
- **Leaving:** give notice in writing, through the parent portal or by email to accounts@player-ready.co.uk. Notice by the 25th stops it from the 1st of next month.
- **Pauses:** only for all of August (ask by 15 July) or illness lasting 4+ weeks.
- **Arriving late:** if your child hasn't arrived within 60 minutes of the start time, we may mark them absent and offer the place to someone else.
- **Flex membership** is coming soon.

Self-funded mentoring (AP)

- **1:1:** cancel with 48 hours' notice and it's free. Otherwise it's charged.
- **Groups:** every session is charged, as the place is held for your child.
- **To end a placement:** 2 weeks' notice (1:1) or 4 weeks (group).

Funded mentoring (AP): your council or school pays. You're never charged unless you agree in writing.

Everyone

- **Invoices** come on the 1st, for last month's sessions, and are due on receipt. A card or Direct Debit saved in your portal pays automatically.
- **Ways to pay:** card or Direct Debit (through your portal), bank transfer, Tax-Free Childcare (eligible clubs) or childcare vouchers such as Edenred. You can also pay at the venue by card or cash, including part payments towards your next bill.
- **Please book before you come.** We can't guarantee a place for walk-ins.
- **New terms from 1 November.** November is a grace month (see 8.5).

1. About us and the parent portal

Who we are. Player Ready is a trading name of Ready (ICT) Ltd (Company No. 13946359), registered in England and Wales. We're an Ofsted-registered provider. We run coding and Minecraft clubs, holiday clubs, and 1:1 and group mentoring (Alternative Provision, or "AP") for children and young people aged 7 to 25, at our venues in Plymouth, Exeter, Taunton, Truro and Portsmouth, and online.

Who these terms are between. These terms are between you, the parent or carer responsible for the child, and us. When you enrol a child you accept these terms on behalf of everyone with parental responsibility for them. If a young person aged 18 or over arranges and pays for their own place, "you" means them.

What else applies. These terms work alongside our published policies (safeguarding, behaviour, privacy and complaints). If a named policy and these terms differ, the policy applies.

The parent portal is where you:

- enrol, book, pause and cancel,
- see your invoices, statement and any credit on your account,
- save a card for automatic payment,
- tell us about absences, and
- message your venue.

Anything you ask for in the portal is recorded automatically, with the date and time. That record is what we work from.

Where to give notice. To cancel, pause, switch to pay as you go or end a place, use the parent portal or email accounts@player-ready.co.uk. Notice counts from the date it reaches us there, and we'll confirm we've received it. Please don't rely on telling venue staff or emailing a venue address. We can't accept notice given verbally. If you can't use the portal, we'll help you get into it.

Messages we'll send you. We send service messages about your child's place: confirmations, invoices, receipts, session changes, safeguarding matters and waiting-list offers. You can't opt out of these while your child has a place. Marketing is separate and always opt-in.

2. Clubs

Clubs are our weekly Coding and Minecraft clubs and our holiday clubs. There are two ways to come to a weekly club now, and a third, flex membership, coming soon.

Weekly clubs run all year, including half-terms, school holidays and bank holidays. Our clubs close for Christmas, usually from 24 December to 3 January; we publish the exact dates in advance. Occasionally we may change club days or times because of demand or staffing; if we do, we'll publish the change in advance. You're only charged for sessions that run.

Please book before you come. We can't guarantee a place for walk-ins.

2.1 Membership: £21 per session (including VAT)

- Your child has a **guaranteed place every week** the club runs. You don't need to rebook.
- **Every scheduled session is charged, whether or not your child attends.** That includes illness, holidays and days out, however much notice you give. Your membership reserves your child's place each week, and we plan our staff, sessions and equipment around the places we've reserved.
- **We don't waive charges or notice for missed sessions.** The only ways to stop paying for sessions are to cancel (2.7) or to pause in the two situations in 2.6. If your child's attendance is going to be irregular, pay as you go (2.2) may suit you better, or flex membership (2.3) once it opens.
- **Tell us when your child will be away.** Report an absence on the parent portal (Clubs → choose the club → Report absence, or "Report absence" from the menu), or email your venue (for example plymouth@player-ready.co.uk). For a membership this doesn't change the charge, but it means the venue isn't expecting your child and can plan the session.
- **Arriving late.** If a member hasn't arrived within 60 minutes of the start time, we may mark them absent. That may let us offer the place to someone else, so they may not be able to join that session. This applies to all our clubs, including holiday clubs.
- **Your monthly amount varies.** Membership is charged per session, not as a fixed monthly fee, so your invoice depends on how many club days fall in that month (see section 5.1).

- **Membership needs a card or Direct Debit on file**, which you set up securely in your parent portal (Billing). You don't have to use it for every payment (you can pay at the venue if you prefer). It's there so a missed payment can be settled without us chasing you.
- **Joining part-way through a month.** You only pay for sessions from your child's first session. Invoices are built from the sessions that actually happen.
- **Extra sessions.**
 - A **regular extra weekly place** (another day or club every week) is a second membership, on the same rules.
 - A **one-off extra session** is pay as you go, at £25.
 - A **swap of one day for another** isn't charged extra, as long as it's arranged in advance (at least 48 hours before the session your child will miss), there's space on the new day, and it's within the same month. Same-day or after-the-fact swaps aren't possible; the missed session is charged as normal.
- **Changing day or club permanently at the same venue.** Venue staff can move your child's regular day or club. It stays the same membership, and no new trial is needed.
- **Moving to a different venue** is treated as a new place. In rare cases we may offer a trial at the new venue.

2.2 Pay as you go: £25 per session (including VAT)

- Book a single session when there's space, up to **7 days ahead**.
- There's **no guaranteed place**.
- **A booked session is charged if your child misses it.**
- **Paying.** You can pay on the day at the venue (card or cash), or online by card or bank transfer. If you don't pay on the day, there's nothing to do straight away. You **won't get a separate invoice after each session**. Any unpaid sessions appear on your **monthly invoice on the 1st of the following month** (see 5.1), with every date listed. Sessions you've already paid for show as paid.

2.3 Flex membership: coming soon

We're introducing a flex membership for families whose weeks vary: a weekly booked place, with a small number of sessions each month that can be cancelled at no charge. We'll tell you when it opens and send the full terms then. Until it does, the two options above are available. If you'd like to hear as soon as it opens, let us know in the parent portal or by emailing accounts@player-ready.co.uk.

Weekly club options	Price per session
Membership	£21
Flex membership	Coming soon
Pay as you go	£25

2.4 Free trial

- Each child can have **one free trial session** at a weekly club before choosing membership or pay as you go. It's one trial per child, not one per club.
- **Welcome back.** If your child hasn't attended any of our clubs for **6 months or more**, they can have another free trial when they come back.

- Holiday clubs don't have a free trial.
- If your child misses a booked trial, it isn't charged and we'll offer it again. If a second trial is missed, the offer lapses for six months.

2.5 Holiday clubs

- Holiday clubs are booked and charged **by the day**. They're never part of a membership.
- **Full day £45, half day £22.50** (including VAT). If a venue advertises a different rate, the advertised rate applies, and we'll show it to you before you book.
- A booked holiday day works like pay as you go: it's **charged if your child misses it**.
- If we cancel a holiday club day, it isn't charged.

2.6 Pausing a membership

You can pause a membership in only two situations. Otherwise, sessions are charged as in 2.1.

- **August.** You can pause for the whole of August. Ask in the portal or by emailing accounts@player-ready.co.uk **by 15 July**. We keep your child's place for September. Requests after 15 July can't be accepted, and August sessions are charged as normal.
 - While an August pause is running, you can still book pay-as-you-go sessions if there's space.
- **Long-term illness pause.** This one rule applies to club memberships and to self-funded mentoring (section 3.3) alike. If your child will miss **4 or more consecutive weeks** because of illness, you can ask for a pause.
 - **How to ask:** in the parent portal or by emailing accounts@player-ready.co.uk. Please ask there rather than at the venue or through a member of staff, so your request is recorded and answered.
 - **What we need:** a note from your child's GP or hospital. Where that isn't possible, a director can agree the pause instead. This is the only decision in these terms left to a director's discretion, and the request still starts in the portal or with accounts@.
 - The pause starts from the **next session after you tell us**. It is never backdated.
 - We keep your child's place while they recover.
 - Shorter illnesses (under 4 consecutive weeks) and holidays are charged as normal.
 - If your child is well enough to come back, tell us and the pause ends, with membership resuming from the next session. Pay-as-you-go bookings aren't available while an illness pause is running.

There are no other pauses, and no waivers of charges or notice, on a membership.

2.7 Cancelling a membership

- **Cancel at any time in the parent portal (Clubs → Manage) or by emailing accounts@player-ready.co.uk.** You can switch to pay as you go the same way.
- **Cancel by the 25th of the month and it takes effect from the 1st of the next month.** If you cancel after the 25th, it takes effect from the 1st of the month after. For example, cancel on 20 November and your last month is November; cancel on 28 November and your last month is December. Sessions up to your end date are charged, and your child is welcome to come to them.
- **Cancelling releases your child's place.** If you want to come back later, we'll offer a place if there's space; otherwise your child joins the waiting list (2.10). Some clubs are full, so we can't guarantee the same day or club.

- **Moving permanently to a different day or club at the same venue** (for example Saturday instead of Sunday, with the same number of sessions) isn't a cancellation. It's the same membership (see 2.1), and there's no charge for the old day once your child is seated on the new one. One-off swaps follow the rule in 2.1.
- **Dropping a day** (going from two days a week to one) is a cancellation of that day's place, on the same notice as above.
- **Leaving with a balance.** Notice must be given in writing, through the parent portal or by email to accounts@player-ready.co.uk. Until we receive it, your membership continues and is charged as normal. When you give notice, we'll send you a written leaving statement showing anything already invoiced and unpaid, and the amount of your final invoice (the sessions left until your end date, at your usual rate). Your final invoice will match that statement; the only change would be if we cancel a session, which we'd take off. When a place ends, any outstanding balance becomes due straight away.

In exceptional circumstances, such as a bereavement, you can end a membership straight away, with no notice period and no charge for the sessions you'd otherwise have paid for. Just let us know, in the portal or by email to accounts@player-ready.co.uk, and we'll take care of the rest. You don't need to explain more than you want to.

2.8 When we cancel a session

If we cancel a session (for example because of staff sickness, a problem at the venue or bad weather; see 7.2), you're **not charged** for it. Because we bill in arrears, it just doesn't appear on your invoice. If you've already paid for it, the amount is carried forward as a credit to your next session.

2.9 If a club closes

If we close a club or a venue, we'll give you **30 days' notice**, except in emergencies or unforeseen circumstances, and offer a place at another club or venue if one is available. Your membership ends on the closure date, without waiting for the 1st of the month.

2.10 Waiting lists

Places from a waiting list are offered **first come, first served**, in list order. If we offer your child a place, we hold it for **48 hours**. After that it's offered to the next family on the list.

2.11 Drop-off, collection and behaviour

- Please collect your child on time. Staff can't leave a child alone, and can't leave the building until every child has gone home.
- **Late collection.** If you're up to an hour late, we may charge **£5 per 15 minutes (up to £20)**. If you're more than an hour late, instead of that fee we may recover the reasonable cost of staff staying with your child, **up to £100 an hour**, for the time beyond the first hour.
- **If we can't reach you or your emergency contacts,** we follow our safeguarding procedures. This may include contacting children's services or the police.
- We expect children to treat each other, our staff and our equipment with respect. Our Behaviour Policy explains how we handle problems. If we have to end a child's place for behaviour reasons, the membership is cancelled from that date, with **nothing further to pay**.
- **Medical and additional needs.** Please tell us about any medical or additional needs when you enrol.
- **If a place isn't suitable.** If we or you feel a place isn't suitable for your child, we'll talk it through together. If we mutually agree it isn't working, the place can end with no further charge.

- Devices and belongings that children bring are their own responsibility, unless loss or damage is caused by our negligence.

2.12 Club places funded by a council, school or trust

If a local authority, school or trust funds a club place, the rate is £25 plus VAT a session, invoiced to them, not you. If funding stops or hasn't started yet, the place can move to the member or pay-as-you-go rate, invoiced to you. That only happens from the date we've been told about the change **and** you've agreed in writing to take over payment. The same applies the other way round, if a funder takes over a place you've been paying for.

Attendance and session notes are normally shared with, or made available to, the funder as part of a funded place (see section 7.1).

2.13 Tuck shop

Most venues have a tuck shop with snacks and drinks. These are paid for at the venue till (card or cash) and aren't added to your invoice.

3. Self-funded Alternative Provision (you pay)

This section covers 1:1 and group mentoring, in person or online, that you pay for yourself. In-person mentoring usually runs in term time only; any sessions during school holidays are by individual arrangement.

Why these rules. We understand the difficulties many families face, particularly delays with EHCPs and funding. That's why we offer self-funding families a discounted rate, and more generous cancellation rights than we offer funders. Keeping that sustainable relies on fairness on both sides. Without it, we couldn't continue to offer self-funded placements and would have to prioritise funded places only.

Why group places are different. A group place is secured for your child in the same way as a club membership. Our groups are small, so a missed place affects whether the group can keep running, and it affects the other children in it. That's why group sessions are charged whether or not your child attends, and the 48-hour rule applies to 1:1 mentoring only.

3.1 Getting started

- After we accept a referral, we offer a **free 1-hour discovery session**.
- If everyone agrees the placement is right, we'll agree a plan with you. This is usually **12 sessions**.

3.2 Prices (self-funding bursary rates)

Service	Rate
1:1 mentoring, in person or online	£40 + VAT per hour (£48 including VAT)
Group sessions	£20 + VAT per hour (£24 including VAT), 2-hour minimum
EHCP reviews, TAF, CIN and professional meetings	£45 + VAT per meeting
Extra progress reports (one per half-term is included)	£45 + VAT per report
AQA or exam entry	Exam fee + 15%

These are the current published rates. If you've agreed a different rate with us in writing, that rate applies.

3.3 Cancelling a session

1:1 mentoring: the 48-hour rule

- Give us **at least 48 hours' notice**, in the portal or by email to accounts@player-ready.co.uk, and you won't be charged for that session.
- **Less than 48 hours' notice, or a no-show, is charged in full.** Your mentor and their time are booked for your child and can't be offered to someone else at short notice.

Group sessions: every session is charged

- Your child's place in the group is secured for them, so **every scheduled group session is charged, whether or not your child attends**, however much notice you give (see "Why group places are different" above).
- To stop paying for group sessions, end the placement (3.5) or use the long-term illness pause below.

For all self-funded mentoring

- If we cancel a session, or it can't go ahead because of a problem on our side, you're not charged. If you've already paid for it, it's carried forward as a credit to your next session.
- If your child starts part-way through a month, you only pay for sessions from their first session.
- **Long-term illness:** the long-term illness pause in section 2.6 applies to self-funded mentoring on exactly the same terms (same threshold, same GP or hospital note or director's agreement, starts from the next session and is never backdated). Your child's mentor slot or group place is kept while they recover.

The 48-hour rule applies to self-funded 1:1 mentoring only. It doesn't apply to group sessions or to clubs (see section 2).

3.4 Online sessions

Online sessions run by video call. You'll need a suitable device and internet connection, and somewhere quiet for your child to join from. **A responsible adult must be at home during online sessions for children under 18.**

If a session can't run because of a problem on our side (our platform, or the mentor can't connect), it isn't charged and we'll offer to rearrange. If it can't run because of a problem at home (internet, device, or your child not joining), the session is charged as normal. **If your child hasn't joined 15 minutes after the start time, the session counts as attended and is charged.** The mentor will try to contact you, and stays

available for the rest of the first hour in case your child joins. If you're having trouble joining, call or message us straight away so we can help (0117 463 3150). Our system records when the mentor joined and how long they waited.

3.5 Ending a placement

- Once paid sessions have started, give **2 weeks' notice to end a 1:1 placement**, and **4 weeks' notice to end a group placement** (or until the end of term, if that's sooner).
- Notice must be given in writing, through the parent portal or by email to accounts@player-ready.co.uk. Until we receive it, the placement continues and is charged as normal. Sessions during the notice period are charged as normal.
- **Leaving with a balance.** When you give notice, we'll send you a written leaving statement showing anything already invoiced and unpaid, and the amount of your final invoice (the sessions left until your end date, at your usual rate). Your final invoice will match that statement; the only changes would be if we cancel a session, which we'd take off, or if you cancel a 1:1 session with at least 48 hours' notice (3.3). When a place ends, any outstanding balance becomes due straight away.
- In exceptional circumstances, such as a bereavement, the notice period doesn't apply, just as for clubs (section 2.7). Let us know, in the portal or by email to accounts@player-ready.co.uk, and the placement ends straight away, with no charge for the sessions you'd otherwise have paid for.
- We may end a placement straight away if there's a serious safeguarding concern, or if it's no longer safe or right for your child. If we end it, there's nothing further to pay.
- If we or you feel a placement isn't suitable for your child, in person or online, we'll talk it through together. If we mutually agree it isn't working, the placement can end with no further charge.

4. Funded Alternative Provision (a council or school pays)

- If a local authority, school or other organisation commissions your child's placement, **they are the payer**. Their agreement with us sets out the hours, rates, notice and reporting.
- **You won't be charged for a funded placement** unless you have agreed in writing to pay for something yourself, such as extra hours (or in the one case explained under "If funding ends or changes" below).
- **If funding ends or changes.** If a funder tells us your child's funding is ending or changing, we'll let you know in writing as soon as we can, and before you could be charged anything. You won't be charged for a funded place unless you've agreed in writing to take over payment (we'll send you a funding-change offer through the parent portal to accept or decline), with one exception: if you knew your child's funding had ended or changed and didn't tell us, we may charge you for sessions delivered after it ended. If you'd like to continue as a self-funder, section 3 applies from the date we've been told about the change **and** you've agreed in writing to take over payment. The same applies if a funder takes over a placement you've been paying for.
- **Please keep us informed.** Let us know as soon as you become aware of anything that could affect your child's funding or placement, for example an EHCP review outcome, a change of school or local authority, a placement ending, or a move. Tell your child's coordinator, or email alternativeprovision@player-ready.co.uk, and we'll update your child's placement and make sure our accounts team knows if it affects who pays.
- **Holiday sessions you choose to pay for.** If your child's place is funded, you can choose to pay for sessions during half terms and school holidays, when the funder doesn't pay. This must be agreed in

writing in advance. For those sessions only, the self-funded terms in section 3 apply: the self-funded rate, the cancellation rules in 3.3 (48 hours' notice for 1:1 sessions; group sessions charged whether or not attended), and invoices to you.

- Please still tell us about absences as early as you can. It helps your child's mentor, and it keeps the attendance records we send the funder accurate.
- Sections 1, 7 and 8 (safeguarding, information and your rights) apply to funded placements too.

5. Payment, invoices and autopay

5.1 When we invoice

- **We bill in arrears.** On the 1st of each month we invoice for sessions in the month just finished. For example, October's sessions are invoiced on 1 November.
- **You may receive more than one invoice in a month**, for example one for each child, or a separate one for a club and for mentoring. Each invoice lists every session by date, so you can see exactly what you're paying for. If you'd like your invoices arranged differently, for example split between two parents or separated for a childcare voucher or Tax-Free Childcare account, just ask us.
- **Your monthly amount varies.** Membership is charged per session, not a fixed monthly fee, so your monthly invoice depends on how many club days fall in that month. Most months have 4; some have 5. If we close, for example over Christmas (which can affect both December and January), those sessions simply don't appear on your invoice. You're never charged for a session we don't run. Your invoice lists every date.

Example month (membership, £21 a session)	Sessions	Invoice
A typical month	4	£84
A month with five club days	5	£105

- **Paying as you go.** You can still pay as you go: in person at the venue by card or cash, or online by card or bank transfer. Anything you pay in advance or on the day is recorded against your account, and your monthly invoice shows those sessions as already paid, so nothing is charged twice.
- Invoices go to your parent portal and to the email address we hold. Please tell us if your email changes, in the portal or by emailing accounts@player-ready.co.uk.

5.2 When payment is due

- **Payment is due on the invoice date.**
- **Each month: 1st**, invoices are issued; payment is due on the invoice date. If you pay by card or Direct Debit, your invoice email tells you the date we'll collect (usually within the first week). **By the 10th** we reconcile all payments. If the current month's invoice is still unpaid, **we'll send you one reminder around the 12th**. Invoices from **earlier months** that are still unpaid are overdue and we'll contact you separately. An invoice still unpaid 60 days after its date may lead to the place being suspended (see 5.4).
- **Autopay.** If you have a card or Direct Debit saved in your parent portal, we collect automatically. Your invoice email shows the date we'll take payment. Card and Direct Debit payments are processed securely by Stripe, our payment provider, and Direct Debits are protected by the Direct Debit Guarantee.

- You can also pay by card through the portal payment link, by bank transfer, or at your venue by card or cash. Part payments at the venue are welcome and go towards your next invoice.
- **Payment schemes.** We accept Tax-Free Childcare (for eligible clubs) and childcare vouchers, including Edenred, Computershare, Pluxee (formerly Sodexo) and Kiddivouchers, plus personal budget payments such as Devon Wallet. If your scheme isn't listed, ask us, as we can usually register. With Tax-Free Childcare, pay from your childcare account using the reference HMRC gives you (you can't change it), then record it in your parent portal or email accounts@player-ready.co.uk so we can match it.
- **Splitting payment between parents** is fine. The account holder remains responsible for the full amount.
- **Payments at the venue** are put against that month's invoice. If it hasn't been raised yet, we hold the payment on your account until it is.

5.3 If something's owed to you: credit first

- If you're ever charged too much (for example a session billed twice), let us know at accounts@player-ready.co.uk and we'll put it right straight away. We check for this ourselves too.
- **While your child is still with us**, anything owed back is held as a **credit** on your account against future sessions. It comes off your next invoice.
- **Once your child has left us**, we refund any credit left on your account.
- **The one exception** is a duplicate payment: if the same payment is ever taken twice, we refund it to the original payment method rather than holding it as credit.

5.4 If an invoice isn't paid

- If a payment hasn't reached us, we'll send you a reminder. We'll contact you before anything else happens. If you're having difficulties, please talk to us early. We'd much rather agree a payment plan than lose your child's place.
- This includes a card or Direct Debit payment that fails. If an invoice is still unpaid **60 days after the invoice date**, we may suspend the place until the account is up to date. Persistent non-payment may end the place, and the balance may be referred for recovery.
- **If you've raised a query** about an invoice, we put reminders and any suspension **on hold for the amount in question** while we look into it. Please still pay any part you're not querying. Once we've replied, normal payment terms apply again.
- **If the mistake is ours** (for example, the invoice went to the wrong person, or never reached you), we fix it first and talk about payment afterwards.

5.5 Questions about a bill

We'll acknowledge a billing query or complaint **within 5 working days** and tell you the answer, or what we're doing about it. Email accounts@player-ready.co.uk.

6. Your 14-day right to cancel (cooling-off)

If you sign up **online or over the phone**, the law (the Consumer Contracts Regulations 2013) gives you **14 days to cancel**, for any reason, from the day we confirm the place.

- To cancel, tell us in the portal or by email to accounts@player-ready.co.uk within the 14 days. You can use the model cancellation form we send with your confirmation, but you don't have to.

- **If you asked us to start sessions within the 14 days** (there's a tick-box for this when you sign up) and then cancel, you pay for the sessions that took place before you cancelled. Nothing else is charged.
- If you didn't ask for an early start, nothing is charged and we refund anything you've paid within 14 days.
- Cancelling within the cooling-off period takes effect **straight away**. The usual cancellation notice in 2.7 doesn't apply.
- **This right doesn't apply to places agreed in person at one of our venues.**

7. Safeguarding, safety, photos and policies

- Every member of staff who works with children holds an **enhanced DBS check** (renewed every 3 years). They also hold safeguarding training (renewed every 2 years) and Prevent training. Each venue has trained first aiders and a fire marshal.
- Our Designated Safeguarding Lead works with local partner agencies. If we believe a child is at risk of harm, we'll share information with the right agency. We'll do this without your consent if asking for it would put the child at greater risk.
- If your child doesn't arrive and we haven't heard from you, **we'll contact you the same day**.
- We release children only to a named adult. If your child becomes unwell, we'll ask you to collect them.
- **Photos, video and podcasts.** Recording photos, video and podcasts in sessions is part of every place, so there's no opt-out from recording. When we publish anything, we avoid children's faces and never publish a child's full name. If there's a reason your child shouldn't appear in anything we publish (for example, for their safety), tell us at compliance@player-ready.co.uk and we'll make sure they don't. We never publish images of children who are looked after or whose details are restricted for safeguarding reasons.

7.1 Our policies

- **Safeguarding.** We follow our Child Protection and Safeguarding Policy, in line with *Keeping Children Safe in Education* (KCSIE) 2026 and statutory guidance. Our staff are DBS-checked and safeguarding-trained, and we have a Designated Safeguarding Lead. If we have a safeguarding concern, we will act on it, and we may share information with the relevant agencies, as the law requires.
- **Funded places.** If a local authority, school or other funder pays for your child's place, we share relevant information with them as part of the placement, such as attendance, progress and session notes. Our privacy notice explains more: <https://player-ready.co.uk/privacy>.
- **Where to read them.** Our full policies are on the parent portal, under **Policies** in the top menu (player-ready.co.uk/portal/policies), or you can request a policy pack using the form at <https://player-ready.co.uk/alternative-provision/safeguarding/>. The main ones for families are:
 - Child Protection and Safeguarding Policy (plus a version for each venue and for online)
 - Clubs and AP Behaviour Policy, and Anti-Bullying Policy
 - Clubs and AP Complaints Policy
 - Data Protection and Privacy Policy
 - Health and Safety Policy, and First Aid and Medicine Policy
 - Attendance and Missing Child Policy
 - Online Safety Policy
 - SEND and Inclusion Policy, and Equality and Diversity Policy

- AP Admissions Policy
- Parents, Carers, Children and Young People's Welcome Document

7.2 Weather and other closures

This applies to clubs and to in-person Alternative Provision.

When we close. We will close a venue, or cancel a session, if:

- the Met Office issues a **red (or higher) weather warning** covering the venue during session time;
 - we're advised to close by our health and safety advisers, the local council, the fire service, the police or our insurers; or
 - local schools, colleges and academies close and the council announces school closures for the area.
- We take account of these announcements when deciding whether to open.

If we close, you're not charged. A closure for any of these reasons counts as a session we cancelled, so it doesn't appear on your invoice. Where we can, we'll offer you a different date instead, and a rearranged session is charged as normal.

Yellow and amber warnings. We normally stay open during yellow or amber warnings, including for snow and ice, unless one of the organisations above advises us to close. If we're open and you decide not to come, the session is charged as normal under your usual terms (for 1:1 mentoring, the 48-hour rule in 3.3 still applies). Only a director can waive this.

Letting you know. If we close, we'll tell you as early as we can, by email or through the parent portal. When a warning is in force, please allow extra time for travel.

Online sessions normally go ahead as usual during weather warnings.

8. Your information, your rights, and changes to these terms

8.1 Your information

- We keep the details you give us when you enrol or book. This includes names, contact details, dates of birth, the information on enrolment and referral forms (including any health or SEND information), attendance and session notes.
- We use it to run your child's place, keep them safe, send invoices and messages, and report to a funder where one pays for the placement.
- **How long we keep it.** We keep the child records the law requires us to keep until the child reaches 25, and financial records for 7 years.
- **Your data rights** (for example, to see the information we hold): email compliance@player-ready.co.uk.
- We only send marketing with your explicit consent, and you can unsubscribe at any time. **We never sell your data.**
- We're registered with the ICO (ZB631336), and we handle data under UK GDPR and the Data Protection Act 2018. Full details: <https://player-ready.co.uk/privacy>.

8.2 Your statutory rights

- Nothing in these terms affects your statutory rights. If we don't provide the service we promised, you're protected by the **Consumer Rights Act 2015**.

- Nothing in these terms limits our liability where the law doesn't allow it to be limited, for example for death or personal injury caused by our negligence.
- We're not responsible for delays or cancellations caused by events outside our reasonable control. If that happens, sessions that don't run aren't charged.
- Complaints: <https://player-ready.co.uk/complaints> or customerservice@player-ready.co.uk.
- These terms are governed by the law of England and Wales.

8.3 Price changes

- We review prices once a year. Changes normally take effect from **1 September**.
- We'll give you **at least 60 days' notice in writing**, by email and in the portal, before any price change. This applies to clubs and mentoring alike.
- If your placement has a fixed-term or funder agreement, its rate stays the same until that agreement is renewed.

8.4 Changes to these terms

- We'll give you **at least 30 days' notice**, by email and in the portal, before these terms change.
- If you don't want to carry on under the new terms, you can cancel before they take effect. Your membership or placement will end on that date, with no notice period.

8.5 When these terms start

- These terms take effect on **1 November 2026**. They apply to every family from that date, including families who joined under our earlier terms.
- **November grace month.** If during November you decide membership isn't right for you, just cancel or switch to pay as you go (in the portal or by email to accounts@player-ready.co.uk) **before 30 November**, and we'll bill November on a **pay-as-you-go basis: sessions attended only**.
- **Self-funded mentoring:** if during November you decide the placement isn't right for you, tell us (in the portal or by email to accounts@player-ready.co.uk) before 30 November. It ends without the usual notice period, and we'll bill only the November sessions your child attended.
- Sessions up to 31 October are charged under the terms you joined on.

Contact: General: customerservice@player-ready.co.uk · Billing, payments and notice: accounts@player-ready.co.uk · Photos and data protection: compliance@player-ready.co.uk · 0117 463 3150 · AP referrals: alternativeprovision@player-ready.co.uk

Ready (ICT) Ltd, trading as Player Ready · Company No. 13946359 · Registered in England and Wales · Registered office: 483 Green Lanes, London, N13 4BS · VAT GB 444 7919 60 · ICO ZB631336 · Ofsted-registered provider

Parent Terms & Conditions · Version 1.3.2 — 25 October 2026 — effective 1 November 2026

Replaces: the Coding & Gaming Clubs and Alternative Provision sections of player-ready.co.uk/terms (April 2025), and the parent-facing parts of the AP price list terms (May 2026). Our VR booking terms are separate.

Changes: v1.3.1 (25 Oct 2026): clarified ways to pay (Tax-Free Childcare, childcare vouchers, venue card/cash and part payments). No change to your obligations.

v1.3.2 (25 Oct 2026): walk-ins not guaranteed a place; members more than 60 minutes late may be marked absent.