

## Lincoln City Foundation

### Terms and Conditions

In order to make a booking, you must agree to the following terms and conditions.

Here at Lincoln City Foundation (LCF), the aim is to provide a high-quality environment for all participants, ensuring it is safe and meets the needs of everyone taking part. To try and ensure we can create a positive environment and establish the boundaries that the session / programme / project can operate, terms and conditions have been produced.

Our terms and conditions work in conjunction with a range of LCF policies (including Fees and Charges Policy, Uncollected Child Policy and Safeguarding Children and Vulnerable Adults Policy). Policies are available on our website or at request from a member of the team.

The information below provides a breakdown of general terms and conditions for people taking part in the activities alongside specific terms and conditions for individual programmes and activities.

For more information please call 01522 563792 or email [enquiries@lincolncityfoundation.co.uk](mailto:enquiries@lincolncityfoundation.co.uk) or visit our website to view our policies at [www.lincolncityfoundation.com](http://www.lincolncityfoundation.com)

#### 1. Payment Options

- 1.1. LCF offer a range of payment options, and the team are happy to discuss any issues with making payment.
- 1.2. The current payment options are:
  - 1.2.1 **Cheques** – Payable to “LINCOLN CITY FOUNDATION”
  - 1.2.2 **Online** – Some of the programmes are available to purchase online.
  - 1.2.3 **Cash** – Do not send cash in the post, please come into the office.
  - 1.2.4 **Bank Transfer** – Sort Code: 60-13-15 Account Number: 53300300 with reference.
  - 1.2.5 **Child Care Vouchers** – LCF can accept childcare vouchers for our Ofsted registered After-School Clubs and Holiday Clubs. Please contact the office at [enquiries@lincolncityfoundation.co.uk](mailto:enquiries@lincolncityfoundation.co.uk) or call 01522 563792 to check that LCF are registered with a specific scheme. To use childcare vouchers, please leave as much time as possible as payments can be delayed due to the processing.

#### 2. General

- 2.1. All activities that we deliver require an enrolment form to be completed.
- 2.2. Participants are required to wear clothing and footwear suitable to the activities taking part. If an activity is taking place at an external venue where safety equipment is required, LCF will ensure that the external organisation provides the correct equipment and / or clothing and footwear. For any activities where it is the requirement of the parent / participant to provide protection such as shin pads,

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LCF does not accept liability for any injuries sustained. To discuss any requirements please call the office on 01522 563792.

- 2.3. LCF does not accept any responsibility for loss or damage to personal property unless caused by a member of staff.
- 2.4. Participants must follow instructions and behave appropriately for the activity and environment. Any infringements may result in the participant being removed from the programme or activity.

### **3. Ofsted Registered Holiday Club, Masterclasses and After-School Club**

- 3.1. Places are limited and allocated on a first-come, first-served basis (on receipt of a completed booking form and payment), places cannot be reserved without payment.
- 3.2. If you need to cancel a Holiday Club or Football Evolution space, you must inform us via email to [holidayclubs@lincolncityfoundation.co.uk](mailto:holidayclubs@lincolncityfoundation.co.uk) . If you need to cancel a Masterclass space, you must inform us via email to [football@lincolncityfoundation.co.uk](mailto:football@lincolncityfoundation.co.uk) . If you need to cancel an After School Club space, you must inform us via email to [asc@lincolncityfoundation.co.uk](mailto:asc@lincolncityfoundation.co.uk) . We must receive at least 48 hours' notice before the days you are booked onto. Cancellations made prior to 48 hours can request a refund (minus the administration fee) or credit for their booking. If you wish to pay for by childcare vouchers, please contact us for a list of providers we are registered with. If we are not registered with your provider, we will aim to be for the next Holiday Club. However, you would have to pay by other means for your current booking.
- 3.3. If you wish to pay for your booking by childcare vouchers, please select 'pay by childcare vouchers' at checkout and select from the list of providers we are registered with. If your provider is not listed, this means that we are not registered with your provider but we will aim to register with them for future bookings. However, you would have to pay by other means for your current booking.
- 3.4. NO REFUND OR EXCHANGE OF DATES can be claimed if you cancel your booking less than 48 hours prior to the start date/time of the days you are booked onto.
- 3.5. Photography - if you decline to have photographs taken as part of your booking form, no photography will be taken of your child.

### **4. Football Development Programme - (Boy's Pathway (including AET), Girl's Pathway and Disability Football)**

- 4.1. All sessions that we deliver require an enrolment form to be completed.
- 4.2. Payment for each month must be made in advance of the first session, your child will not be allowed to take part in the sessions without prior payment.
- 4.3. All payments will be made via a debit or credit card using our online payment system. All payments are due on the 1<sup>st</sup> of each month. Payments are spread over a 12 month period (September – August) for Foundation run programmes, and a 10 month period (September – July) for Academy Emerging Talent.
- 4.4. All missed sessions will still need to be paid for.
- 4.5. Sessions cancelled by LCF, that you have already paid for will be refunded upon written request to [football@lincolncityfoundation.co.uk](mailto:football@lincolncityfoundation.co.uk) or [girlsacademy@lincolncityfoundation.co.uk](mailto:girlsacademy@lincolncityfoundation.co.uk) within 28 days of the cancelled session. The Football Development Programme is term time only and school holidays are not cancelled sessions.

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- 4.6. If you are unsure as to whether a session is cancelled due to severe weather conditions, please check our website or social media channels, or contact 01522 563792 on the day of the session.
- 4.7. If the participant wishes to leave the Football Development Programme, you must inform us via email to [football@lincolncityfoundation.co.uk](mailto:football@lincolncityfoundation.co.uk) or [girlsacademy@lincolncityfoundation.co.uk](mailto:girlsacademy@lincolncityfoundation.co.uk) at least 7 working days before the end of the month to ensure future payments can be cancelled. No payments already made will be refunded. If you cancel your place less than 7 working days before the end of the month your next payment will be taken and then cancelled thereafter.
- 4.8. All Development, Regional, AET, Girls' Academy, Girls' Development and Girls' ETC players are required to purchase the Lincoln City FC training kit that can be purchased through Elite Pro Sport.
- 4.9. All Regional, Girls' Academy and Girls' ETC players are required to purchase the Lincoln City FC Match kit that can be purchased through Elite Pro Sport.

## 5. Data Protection/GDPR

- 5.1. In accordance with GDPR, we as a company are legally responsible to ask for your consent in regard to the use and storage of your personal data. By accepting our terms and conditions you give consent for the storage of your personal data.
- 5.2. Please be aware that at any time you can withdraw your consent by emailing [enquiries@lincolncityfoundation.co.uk](mailto:enquiries@lincolncityfoundation.co.uk) or calling 01522 563792 to inform us of your decision.

### 5.3. Data Collection

- 5.3.1. In order for participants to be enrolled onto our programmes we require an enrolment form to be completed which will capture their personal data.
- 5.3.2. If you give consent for the named participant to be included in photography and filming while taking part in our LCF programme or session, these images and videos may be used to promote our activities via, but not limited to, social media, print media and our website, to raise our organisational profile and brand awareness, advertise programmes or projects, and/or share opportunities.
- 5.3.3. If you decline consent for photography and filming no imagery will be taken.

### 5.4. Data Storage

- 5.4.1. In order to operate as a business and provide all of our services we hold a contract with Microsoft to provide our secure business desktop services where all our data is stored.
- 5.4.2. Microsoft servers are based in Dublin and have security features ensuring data is kept securely and protected from threats.
- 5.4.3. In order to facilitate an efficient online booking service for our participants we hold a contract with third party providers who are required to hold your data for the programmes that you have selected. Details on paper booking forms will be transferred to our online system with the copies stored in a lockable filing cabinet until destroyed.
- 5.4.4. If you give consent for photography and filming of the participant, this data will be stored in a secure environment.

## 5.5. Data Sharing

- 5.5.1. Due to the nature of our business as a registered charity and the way in which we deliver certain aspects of the business, we must contract with external companies to complete tasks. By agreeing to the terms and conditions, you agree for information you have provided us to be shared with third party providers (including Lincoln City Football Club) as necessary to fulfil your request and for our data reporting requirements. Please see 5.5.4.
- 5.5.2. We reserve the right, as per the Club Development Pyramid’s purpose, to share participant information with the Lincoln City FC Academy, Academy Emerging Talent Programme and Lincoln City FC Women’s Team.
- 5.5.3. Please see our Privacy Policy for further information on how your data may be shared with third party companies.
- 5.5.4. Please see the table below for a list of third party providers your information may be shared with:

Company Name	Purpose
Lincoln City Football Club	Lincoln City Football Club is a third party organisation who we have joint activities and promotional benefits with, for example sharing participant information across the Club Development Pyramid.
Ignition	Provider of the Match Day programme where we will print information ascertaining to programmes we deliver.
Visual Print	Provider of marketing resources (print) in order to promote our business and activities.
Pitchbooking	Provider of online booking system and payment facilitator.
Coordinate Sport	Provider of online booking system and payment facilitator.
Wix.com – Website	Hosting platform for our website ( <a href="http://www.lincolncityfoundation.com">www.lincolncityfoundation.com</a> and <a href="http://www.lincolncityhalfmarathon.co.uk">www.lincolncityhalfmarathon.co.uk</a> ) including a CRM system (customer relationship management system) and booking system.
Facebook	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
TikTok	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Twitter	Social media platform to interact with audiences sharing content on activities and events (@LCFCFoundation)
Instagram	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
LinkedIn	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Substance (Views)	Provider to measure how we are performing. We use this programme to collect and store data by inputting information about the participants.
SalesForce	Provider to measure how we are performing. We use this programme to collect and store data by inputting information about the participants.
Microsoft	Provider of secure business desktop services.
Participant UK (known as LetsReg)	Provider of online booking system and payment facilitator.

Registered Address: LNER Stadium, Sincil Bank, Lincoln, LN5 8LD  
 Registered Charity Number: 1128464  
 Registered Company Number: 06608600



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Chris Vaughan Photography	Photographer used by the LCF and official Lincoln City Football Club photographer on Match Days, holiday clubs, press conferences and specific LCF and Club events.
Xero	Accounting software system.
Nicholsons	Our financial accountants and auditors.
United Print	Provider of marketing resources (print) in order to promote our business and activities.
Tradeprint	Provider of marketing resources (print) in order to promote our business and activities.
SurveyMonkey	Provider of data collection through online forms and surveys.
Google Docs. and Google Forms	Provider of data collection through online forms and surveys.
Grant Funding Providers	Funding providers for programmes related to provisions to whom we report.
SportsKey	Provider of online booking system for 3G pitch and payment facilitator.
Stripe	Payment provider/ service.
FA Whole Game / FA Club Portal	FA player registration system for affiliation, data collection and funding purposes.
Book Football	Provider of online booking system and payment facilitator. The online booking system used by The FA, also used for data collection and funding purposes.
Sports Alliance	Participant data collection system for reporting, monitoring and marketing purposes.