



Kingdom Heritage Academy — Booking Terms & Conditions

Version 1.5 · Adopted 1 August 2026

Applies to: all coaching sessions, taster sessions and training subscriptions run by Kingdom Heritage Academy Ltd

1. Who we are

Kingdom Heritage Academy is a Christian football academy for girls and boys aged 18 months to 11 years, raising the next generation in a culture of respect, duty, responsibility and integrity.

When you sign up to our coaching programme you are entering into a subscription for your child or children to train with **Kingdom Heritage Academy Ltd**, Registered Company Number **17372708**. Our registered company address is **Kingdom Heritage Academy, Markham House, 20 Broad Street, Wokingham, RG40 1AH**.

In these terms, "we", "us" and "the Academy" mean Kingdom Heritage Academy Ltd. "You" means the parent, carer or guardian making the booking. "Your child" means the player named on the booking.

Contact us: info@kingdomheritageacademy.com

Bookings, payments and cancellations: admin@kingdomheritageacademy.com

Website: www.kingdomheritageacademy.com

2. Our academy philosophy

We focus on your child as an individual and on their development needs. We give them a safe, secure environment to be creative, take appropriate risks, and feel confident to learn at their own pace over the long term.

Each month we take a Bible story and build our games around it, so that values such as courage, honesty and looking after each other are learned through playing rather than talked about. **We pray at the beginning and the end of every session.** We do this to put God at the centre of what we do, and our coaching is carried out in His presence.

Every family is welcome at Kingdom Heritage, and you do not have to be a believer. What we do ask is that you are happy for your child to take part in a session run this way, and that you respect what we are about. Nobody is required to pray or to profess any belief.

Every player and every parent will always be made to feel part of the Kingdom Heritage family.

3. These terms

By booking a taster session or starting a subscription, you confirm that you have read, understood and accepted these terms on behalf of yourself and your child.

These terms should be read alongside our:

- **Safeguarding & Child Protection Policy**
- **Privacy Policy**
- **Code of Conduct**
- **Photography & Media Consent Form**

All of these are published at www.kingdomheritageacademy.com/Policies.

Where anything in those documents conflicts with these terms, the **Safeguarding Policy always takes precedence**.

4. Booking and places

1. Places at every session are **limited**. Confirming a booking allocates one of those places, and we staff, plan and hire our venue on the basis of the bookings we hold.
2. Your child's place is secured once your booking is confirmed and, for subscriptions, once your Direct Debit instruction is set up.
3. Age groups, days and times are published on our website. We may change the schedule, venue or coach from time to time; we will give you as much notice as we reasonably can.
4. If a session is full, we will offer a place on the waiting list and contact you as soon as one becomes available.
5. Your child's place is conditional on these terms and our Code of Conduct being adhered to at all times.

5. Taster sessions

Your child's first session is **free**. There is no card details required, no obligation, and no subscription starts unless you choose to go ahead afterwards.

Taster places still need to be booked in advance so we know to expect you and can check the group has space.

6. Fees and payment

6.1 Sign-up fee

A **one-off sign-up fee of £20** is payable when your child joins the Academy. This covers their registration and their **Academy kit — a Kingdom Heritage training jersey and shorts**, provided by the club (see Section 10.1).

The sign-up fee is payable per child, at £20 each, and is **not charged for the free taster session** — you only pay it if you decide to go ahead.

Kit is issued after the first 14 days. Your child is very welcome to train in their own sportswear until then. We do it this way because you have a 14-day right to change your mind (Section 8.1), and we would rather you kept that right in full than have us asking for a worn jersey back. Once the 14 days are up, your child's kit is theirs to keep.

6.2 Subscription fees

1. Our monthly training subscription is **£40 per child, per month**.
2. **Sibling discount: 50% off each additional child — £20 per sibling, per month.** Two children cost £60 a month, three cost £80.
3. The subscription covers **one coaching session per week**, in the age group your child is booked into.

4. The monthly fee is a **flat monthly amount, not a per-session charge**. It is calculated across the whole year, so that months with four sessions and months with five sessions cost the same, and it takes account of the weeks we do not run.
5. **We are closed for four weeks a year:** the Easter bank holiday weekend, Christmas week, New Year week, and the August bank holiday week. That gives **48 weeks of coaching a year — about £10 a week**.
6. **All prices shown are the total you pay.** There are no additional charges. We are not currently VAT registered.
7. We may change our prices. We will give you at least **30 days' written notice** before any increase takes effect, and you are free to cancel before it does (see Section 8).

6.3 How payment is taken

1. Subscription payments are collected by **Direct Debit through GoCardless**, our payment provider, and are taken **on the 1st of each month**.
2. When you sign up you will be asked to set up a Direct Debit instruction with your bank through GoCardless. Your subscription starts once that instruction is in place.
3. GoCardless will notify you in advance of the amount and date of each payment, in line with the **Direct Debit Guarantee**. The Direct Debit Guarantee protects you: if an error is made in the payment of your Direct Debit, you are entitled to a full and immediate refund from your bank.
4. We never take or store your bank or card details ourselves, and we will never ask for them by email, text or over the phone. GoCardless's terms and privacy notice are on their website at **gocardless.com**.
5. **Your first month is charged pro-rata** from the date your child joins, based on the number of sessions remaining that month. The free taster session is not counted or charged for.

6.4 Late and missed payments

1. A payment that fails or is missed on the 1st of the month will incur an additional **£3 administration fee** on your next bill. This covers the cost of the failed payment and of chasing it.
2. If a Direct Debit fails, please arrange for the payment to be made and make sure the instruction is active again as soon as you can. We will contact you first — this is almost always a bank problem rather than anything else.
3. **Where two consecutive monthly payments fail**, we may suspend your child's place until the account is brought up to date. We will always tell you before we do this.

7. Refunds

We will offer a full refund in the rare event of sessions being cancelled, interrupted, or for any wrongdoing deemed to be our responsibility.

Refunds requested for any other reason not deemed Kingdom Heritage Academy Ltd's responsibility — such as children's illnesses, transport issues, change of mind, holidays or other commitments — will not be refunded.

In particular:

1. All booked sessions must be paid for, regardless of your child's attendance. Fees are non-refundable in the event of your child's absence.
2. Fees are also non-refundable where we are prevented from running a session by **unforeseen circumstances or an event outside our control (force majeure)** — including severe or dangerous weather, loss of the venue at short notice, power or facility failure, public health restrictions, or anything else we judge to be detrimental to the health and safety of our coaches and players.

To request a refund, email **admin@kingdomheritageacademy.com** with your name, your child's name and the session(s) concerned.

8. Cancelling your subscription

1. **You can cancel at any time** by emailing **admin@kingdomheritageacademy.com**. There is no minimum term, no notice period, and no cancellation fee.
2. Please include your name, contact number, your child's name and date of birth, and their age group. You are welcome to tell us why you are leaving — if there is something we could have done better we would be glad to hear it — but you are under no obligation to.
3. **Cancellation requests must be received before the 1st of the month.** A request received on or after the 1st, once that month's payment has been taken, will take effect from the **following** month and will not result in a refund of that month's fees. Your child is very welcome to attend all of that month's sessions.
4. We will confirm your cancellation by email and cancel the Direct Debit instruction at our end. You may also cancel the instruction directly with your bank.
5. If you later wish to return, your child's place is subject to availability and cannot be guaranteed.

8.1 Your legal right to change your mind

Because you sign up online, you also have a statutory right to cancel within **14 days** of starting your subscription and receive a refund. If you ask us to start coaching within that 14-day period and your child attends a session, we may keep a proportionate amount for the sessions already provided.

This is in addition to, and does not affect, your right to cancel under Section 8 above.

9. Sessions we cancel or change

On rare occasions we may have to cancel a session or suspend a subscription where we cannot resource the coaching for reasons beyond our control. Where this happens:

1. We will tell you as early as we can, by **WhatsApp broadcast and email**. Please make sure we have an up-to-date mobile number and email address for you.
2. Where the cancellation is our responsibility, Section 7 applies and you will be refunded.
3. If we have to stop running your child's group altogether, we will give you as much notice as we can and refund any fees paid for sessions not delivered.

10. What we provide

For your monthly subscription, your child will receive **one coaching session per week** in every week that the Academy operates — 48 weeks of the year.

We operate a player-centred approach that delivers expert coaching and guidance on a more individual basis, so that every player can learn and develop at their own pace over the long term. We cap our session sizes at **24 children**, with a **coach-to-player ratio of 1:6**.

10.1 Academy kit

Academy kit is provided by the club and is included in your sign-up fee. Each player receives a Kingdom Heritage Academy **training jersey and shorts**.

Replacement kit, additional sets and larger sizes as your child grows cost £15. Just speak to your session coach — they will send you a GoCardless link to pay, and we will have the kit with you as soon as we can.

All our coaching is carried out in accordance with our Safeguarding & Child Protection Policy, which we recommend you read at www.kingdomheritageacademy.com/Policies.

11. Attendance, supervision and conduct

All players, parents, carers and guardians attending a Kingdom Heritage Academy session must follow our **Code of Conduct**, published at www.kingdomheritageacademy.com/Policies. The Code of Conduct may change from time to time; we will let you know if it does.

In addition:

1. **Players aged 6 years and under must be accompanied by a parent or guardian, who must remain onsite for the whole session.** This covers our First Steps, Kingdom Explorers and Kingdom Stars groups, and it is part of our safeguarding policy rather than a preference.
2. Parents and guardians must make sure they are present when their child registers **in and out** of the session with the coaching staff. Please do not drop off and leave without registering your child in.
3. For our youngest groups, intimate care such as nappy changing and toileting is carried out by the child's own parent or carer, not by Academy staff.
4. For groups aged 7 and over, you are very welcome to stay and watch, but you do not have to. Please be on time for collection.
5. All players, together with their parent or guardian, must follow the health and safety guidance given by the coach and by the venue, so that everyone stays safe.
6. Please arrive **5 to 10 minutes** before the session starts so we can begin on time.
7. **Footwear:** our sessions normally run indoors, so **trainers are right for all sessions**. Where a session runs outdoors, please bring footwear suitable for **3G astroturf**. We will always tell you in advance if a session is outdoors.
8. **Shin pads are required from Kingdom Stars (4–6 years) upwards**, as this is the age group where contact starts. They are not needed for First Steps or Kingdom Explorers.
9. Children should wear their **Academy training jersey and shorts** (provided by the club — see Section 10.1), and bring a named water bottle and a warm layer.

11.1 Behaviour and ending a place

We want every child to enjoy their football and every family to feel welcome. Very occasionally we may have to ask a player or a parent to stop attending — for example where behaviour puts other children at risk, where the Code of Conduct is repeatedly broken, or where a parent behaves abusively towards our coaches, volunteers or other families. We will always try to resolve things through conversation first. Where we do end a place on these grounds, we will refund any fees already paid for sessions not yet delivered.

12. Medical conditions and special requirements

1. If your child has any known medical condition or special requirement, please tell us **at the time of booking**, and in any case on arrival at your first session.
2. It is your responsibility as parent or guardian to keep this information current, by emailing **info@kingdomheritageacademy.com** whenever anything changes.
3. We may change the coach delivering your child's sessions from time to time. We always recommend you make a new coach aware of any medical condition or special requirement you have already told us about.
4. Conditions we need to know about include, but are not limited to: allergies, asthma, diabetes, epilepsy or convulsions, fainting, heart conditions, bleeding disorders, back or joint problems, any regular medication, and any additional needs affecting how your child takes part.

12.1 Consent to take part

By signing up for a subscription or booking a taster session you confirm that:

- you are aware of the nature and scope of the activities the Academy runs;
- you authorise your child to take part in coaching sessions, and understand that normal safety procedures will be in place; and
- your child is medically and physically capable of taking part in those activities.

12.2 First aid

A suitably qualified first aider and a first aid kit are available at every session. Where a player needs first aid, our first aid trained coaches will provide the treatment they judge necessary to help the player.

By signing up you consent to the administration of first aid measures as the first aider determines necessary, including, where needed, referral to a doctor or admission to hospital. We will contact you immediately in any such situation.

Accidents, injuries and near misses are recorded, and parents or carers are informed.

13. Safeguarding

Safeguarding comes before everything else we do, including these terms.

Our Designated Safeguarding Lead is **Nicola Knuckles** and our Deputy DSL is **Joel Knuckles**. Either can be reached at **safeguarding@kingdomheritageacademy.com**. Our full Safeguarding & Child Protection Policy is at **www.kingdomheritageacademy.com/Policies** and we would encourage every parent to read it.

If you have a concern about a child, please raise it with a coach or contact the DSL directly. You do not need to be certain, and you do not need to wait.

14. Your data, photography and video

We take the privacy of our players and their families seriously. For full detail on what personal data we collect, why, how we keep it secure, how long we keep it, and your rights, please read our Privacy Policy at **www.kingdomheritageacademy.com/Policies**.

Photography and video are consent-based and opt-in. We ask for your **written consent** before photographing or filming your child, through our Photography & Media Consent Form, and we record it where consent is not given. You can withdraw or change that consent at any time by emailing **info@kingdomheritageacademy.com** — just tell us and we will act on it.

Where consent has been given, images are used only for the purposes agreed, are stored securely, are never kept on staff personal devices, and are shared only through the Academy's official accounts. We never publish a child's full name alongside their image.

15. Limitation of liability

To the fullest extent permitted by law, Kingdom Heritage Academy Ltd and its staff, coaches, volunteers and officers shall not be liable to any person for any direct or indirect cost, expense, damage or other loss of any kind arising in connection with the coaching services provided under these terms.

Football involves physical activity and a degree of risk that cannot be removed entirely. While we risk-assess our venue, equipment and activities and coach to recognised standards, the Academy does not accept liability for injuries occurring during a coaching session, other than where they result from our negligence.

Nothing in these terms excludes or limits our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation; or
- any other liability that cannot be excluded or limited by law.

Personal property is brought to sessions at your own risk. Please do not leave valuables unattended at the venue.

16. Insurance

The Academy holds public liability insurance and appropriate cover for its coaching activities. Details are available on request from info@kingdomheritageacademy.com.

17. Complaints

If something has gone wrong, please tell us. Email **complaints@kingdomheritageacademy.com** with the details and we will acknowledge it within **2 working days** and aim to respond fully within **10 working days**.

Complaints involving a safeguarding concern are handled under our Safeguarding Policy and go straight to the Designated Safeguarding Lead, not through the ordinary complaints route.

18. Website terms

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19. Changes to these terms

We may amend and update these Terms & Conditions from time to time. Where we do, the updated version will be published on this page and a copy will be sent to you. Where a change materially affects your subscription — a price increase, for example — we will give you at least 30 days' notice.

20. Governing law

These terms are governed by the law of England and Wales, and any dispute will be subject to the exclusive jurisdiction of the courts of England and Wales.

21. Contact

Kingdom Heritage Academy Ltd

Markham House, 20 Broad Street, Wokingham, RG40 1AH
Company Number 17372708

For	Email
General enquiries	info@kingdomheritageacademy.com
Bookings, payments, cancellations	admin@kingdomheritageacademy.com
Complaints	complaints@kingdomheritageacademy.com
Safeguarding	safeguarding@kingdomheritageacademy.com

Policies: www.kingdomheritageacademy.com/Policies

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