

Version 6 Last updated 23.07.2021

Lincoln City Foundation

Terms and Conditions

In this document, references to the Foundation will be for Lincoln City Foundation.

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

Here at Lincoln City Foundation, 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 Foundation policies (including Fees and Charges Policy, Uncollected Child Policy and Safeguarding Children and Vulnerable Adults Policy). These 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 T&C's for individual programmes and activities.

Lincoln City Foundation reserve the right to deviate from these terms and conditions as we appreciate that circumstances may require our discretion. Any discretion will be made by either the Project / Programme Lead, a member of the senior management team or a Trustee. We will endeavour to resolve any query as quickly as possible.

For information on our Complaints Policy or to make a complaint please call 01522 563792 or email enquiries@lincolncityfoundation.co.uk or visit our website to view all of our policies at www.lincolncityfoundation.com

1. Payment Options

1.1. Lincoln City Foundation offer a range of payment options to ensure that fees and payments are collected on time, and avoid participants getting into arrears. Lincoln City Foundation tries to operate fairly and appropriately, 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. Payments made via this method will appear on the bank statement as PARTICIPANT UK LTD.

1.2.3 Cash – Do not send cash in the post, please come into the office or pay the coach at the session if the activity is based away from Lincoln City FC.

1.2.4 Bank Transfer – Sort Code: 20-50-21 Account Number: 40553174 with reference

1.2.5 Child Care Vouchers – Lincoln City Foundation can accept Childcare Vouchers for the Football Holiday Club and the Bishop King After School Club. Please contact the office at enquiries@lincolncityfoundation.co.uk or call 01522 563792 to check that Lincoln City Foundation 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.

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2. General

- 2.1. All activities that we deliver require an Enrolment Form to be completed prior to taking part either online (if available) or paper.
- 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 Lincoln City Foundation will ensure that the external organisation provides the correct equipment and / or clothing and footwear. For any activities that it is the requirement of the parent / participant to provide protection such as shin pads, Lincoln City Foundation does not accept liability for any injuries sustained. To discuss any requirements please call the office on 01522 563792.
- 2.3. Lincoln City Foundation does not accept any responsibility for loss or damage to personal property unless caused by a member of staff.
- 2.4. Participants must follow instruction and behave appropriately for the activity and environment. Any infringements may result in the participant being removed from the programme or activity and any fees paid subject to the cancellation policy.

3. Holiday 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. Paper bookings must be received by Friday 12 pm (for a Holiday Club starting on the Monday). Online bookings must be received the evening before the day you wish to attend.
- 3.3. NO REFUND 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.
- 3.4. If you need to cancel, you must inform us via email to enquiries@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 a Credit Voucher for their Holiday Club booking.
- 3.5. If you wish to pay by Childcare voucher please contact for a list of providers we are registered with. If we are not registered with your provider, we will do so with the expectation that it will be set up ready for the next Holiday Club. However, you would have to pay by other means for this Holiday Club.
- 3.6. Promotional/Discount codes can only be redeemed through online bookings.
- 3.7. 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

- 4.1. 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.
- 4.2. All payments will be made via a debit or credit card recurring payment using our online payment system. If anyone has a reason as to why they cannot do this, please contact the Foundation to discuss. All payments are due on the 1st of each month.

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- 4.3. All missed sessions including work, illness, going on holidays, birthday parties, school events, etc will still need to be paid for.
- 4.4. Sessions cancelled by the Foundation, that you have already paid for will be rescheduled for another date.
- 4.5. 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.
- 4.6. If the participant wishes to leave the Football Development Centre, you must inform us via email to football@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.
- 4.7. All players are required to purchase the Lincoln City FC training Kit that can be purchased through Elite Pro Sport.
- 4.8. Elite JPL and Girls Academy only – All players are required to attend a minimum 90% of training sessions to be eligible to participate in fixtures.
- 4.9. Membership and League registration fees paid for at the time of booking are non-refundable.

5. Data Protection/GDPR

- 5.1. Following the introduction of 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 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 them to complete an enrolment form which will capture their personal data. This data will either be collected through Participant UK (online booking forms), wix.com (website) or through a paper form. To see how this data is stored and used please read Data Storage and Data Sharing see below.
- 5.3.2. You will be asked if you agree to consent for the named participant to be included in photography and filming while taking part in our Lincoln City Foundation programme or session.
- 5.3.3. These images may be used to help celebrate and promote our activities to raise our organisational profile and brand awareness, advertise programmes or projects, and/or share opportunities for commercial benefit.

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.

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- 5.4.3. In order to facilitate an efficient online booking service for our participants we hold a contract with Participant UK and whom 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 decline consent for photography and filming no imagery will be taken.
- 5.4.5. If you agree for photography and filming of the participant, this data will be stored on our secure Microsoft desktop system.

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 5.5.3.
- 5.5.2. Please see our Privacy Policy for further information on how your data may be shared with third party companies.
- 5.5.3. Please see the table below for a list of third party providers your information may be shared with:

Category	Company Name	Purpose
Data Sharing	Lincoln City Football Club	Lincoln City Football Club is a third party organisation who we have joint activities and promotional benefits with.
Data Sharing	Ignition	Provider of the Match Day programme where we will print information ascertaining to programmes we deliver.
Data Sharing	Visual Print	Provider of marketing resources (print) in order to promote our business and activities.
Data Sharing	Spiral Media	Provider of marketing resources (print) in order to promote our business and activities, and ticket allocation.
Data Sharing/ Storage	Wix.com – Website	Hosting platform for our website (www.lincolncityfoundation.com) including a CRM system (customer relationship management system).
Data Sharing	Facebook	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Data Sharing	TikTok	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Data Sharing	Twitter	Social media platform to interact with audiences sharing content on activities and events (@LCFCFoundation)
Data Sharing	Instagram	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Data Sharing	LinkedIn	Social media platform to interact with audiences sharing content on activities and events (@LincolnCityFoundation)
Data Sharing/ Storage	Substance (Views)	Provider to measure how we are performing. We use this programme to collect and store data by inputting information about the participants.
Data Storage	Microsoft	Provider of secure business desktop services.
Data Storage	Participant UK	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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Data Sharing	Chris Vaughan Photography	Photographer used by the Foundation and official Lincoln City Football Club photographer on Match Days, holiday clubs, press conferences and specific Foundation and Club events.
Data Sharing	Xero	Accounting software system.
Data Sharing	Elite Pro Sports	Clothing and training kit provider through the Lincoln City Football Club shop.
Data Sharing	Nicholsons	Consultant for the Foundation on financial, human resources and data protection matters.
Data Sharing/ Storage	I-Coach for Sport	Online reporting and review system for participant progression.
Data Sharing/ Storage	MailChimp	Provider of mass communication system via email.
Data Sharing	United Print	Provider of marketing resources (print) in order to promote our business and activities.
Data Sharing	Tradeprint	Provider of marketing resources (print) in order to promote our business and activities.
Data Storage/Sharing	SurveyMonkey	Provider of data collection through online forms and surveys.
Data Storage/ Sharing	Google Docs. and Google Forms	Provider of data collection through online forms and surveys.
Data Sharing	The Football Association (FA) & Lincolnshire FA	Funding provider for programmes related to sports provision to whom we report.