



Dorking Wanderers Terms & Conditions

Technical Clinics

1. Bookings & Payment

- a. Dorking Wanderers Coaching clinics run on a Tuesday for 10 months, from September to June, Inclusive. The clinics operate in term time only.
- b. All Technical Clinics operate on a subscription basis. The first month's payment will be taken in advance by card, and the reoccurring card payments will automatically be set up for the remainder of the months. All reoccurring payments will be taken on 1st of each month.
- c. All bookings and payments must be made via Spond, payment is required at the time of booking to secure a child's place.
- d. Payment will be equal monthly instalments, regardless of the number of weeks within each month.
- e. A child can join Technical Clinic at any time however spaces are limited, and availability cannot be guaranteed.
- f. In the event of joining a clinic mid-month, you will be given the option to join the current month or select to start from the following month. The payment for the current month cannot be adjusted on the booking system, should this need adjusting to reflect the sessions missed you must email dwfcddevelopment@dorkingwanderers.com prior to completing the booking form.

2. Missed Sessions

- a. Dorking Wanderers commit to one Technical Clinic per child, per week. There may be occasions where the Technical Clinic must be moved for unavoidable club fixtures or other reasons beyond our control. In such instances, the missed sessions will be rearranged for another date, this could be an alternative day, during school holidays or at the end of the season. Dorking Wanderers endeavour to give as much notice of the rearranged sessions as possible. No refunds will apply.
- b. If a child misses a session due sickness, holiday or alternative plans, no refunds will apply.
- c. In the event that there are exceptional circumstances that prevent a child from attending their Technical Clinics for a sustained period of time, you can email your request to dwfcddevelopment@dorkingwanderers.com to request a discretionary review. No refunds will apply.

3. Cancellation policy



- a. In the event you wish to cancel your child's place on our Technical Clinic, you must do so by emailing dwfcdevelopment@dorkingwanderers.com
- b. All cancellations are subject to one calendar months' notice, you will receive an email in response to your cancellation to confirm the cancellation and the exact dates applicable to you.
- c. Following your cancellation, your child will still be able to attend any replacement sessions that were missed due to Dorking Wanderers movement, providing it was missed during their active subscription period.

4. Parent/Carer/Guardian's Responsibilities

- a. It is the responsibility of the Parent/Carer/Guardian to:
 - i. Inform Dorking Wanderers of any medical conditions or allergies at the point of booking.
 - ii. Ensure that a child always has any required medication with them e.g. Inhaler, EpiPen.
 - iii. Inform Dorking Wanderers of any behavioural issues.
 - iv. Ensure that a child is always dressed appropriately for the weather conditions e.g. base layers in cold weather, raincoats in wet weather, sun protection & hats in hot weather.
 - v. Ensure a child always has appropriate footwear, protective shin pads and a water bottle for every session.
 - vi. Ensure permissions for photography and their use on marketing materials and social media are updated on their Spond account.
 - vii. To inform Dorking Wanderers of any changes to the child's position immediately by emailing dwfcdevelopment@dorkingwanderers.com
 - viii. Inform Dorking Wanderers by emailing dwfcdevelopment@dorkingwanderers.com to make any changes to the authorised adult responsible for the child, including collection changes.
- b. For the safety of all children, we reserve the right to withdraw participation in our Technical Clinic if the above is not provided and deemed required, in such instance the parent or guardian will be called to either provide the following or collect the child from the Technical Clinic.

5. End of the Technical Clinic Season

- a. At the end of the Technical Clinic season, which is June, all active subscriptions will receive an email giving them priority access to secure their Childs place for the following season.
- b. A new subscription will need to be set up.



Holiday Coaching Centres

1. Bookings & Payment

- a. Dorking Wanderers Coaching Centres run during all half terms and in the summer holidays. They must be booked in advance via Spond.
- b. Places are limited, therefore payment is required in advance, at the time of booking to secure a Childs place.

2. Missed Sessions

- a. In the unlikely event that Dorking Wanderers have to re-arrange a Coaching Centre, we will attempt to rearrange to another date within the school holidays.
- b. If a child misses a session due sickness, holiday or alternative plans, no refunds will apply.

3. Cancellation policy

- a. Due to the popularity and limited spaces available on our Coaching Centres, we do not offer a cancellation policy.
- b. If there are exceptional circumstances that mean a child cannot attend their booked Coaching Centre, you can email us at dwfcdevelopment@dorkingwanderers.com to request a discretionary review. No refunds will apply.

4. Parent/Carer/Guardian's Responsibilities

- a. It is the responsibility of the Parent/Carer/Guardian to:
 - i. Inform Dorking Wanderers of any medical conditions or allergies at the point of booking.
 - ii. Ensure that a child always has any required medication with them e.g. Inhaler, EpiPen.
 - iii. Inform Dorking Wanderers of any behavioural issues.
 - iv. Ensure that a child is always dressed appropriately for the weather conditions e.g. base layers in cold weather, raincoats in wet weather, sun protection & hats in hot weather.
 - v. Ensure a child always has appropriate footwear, protective shin pads and a water bottle for every session.
 - vi. Ensure a child brings sufficient lunch for the day.
 - vii. Ensure permissions for photography and their use on marketing materials and social media are updated on their Spond account.



- viii. To inform Dorking Wanderers of any changes to the child's position immediately by emailing dwfcdevelopment@dorkingwanderers.com
- ix. Inform Dorking Wanderers by emailing dwfcdevelopment@dorkingwanderers.com to make any changes to the authorised adult responsible for the child, including collection changes.
- b. For the safety of all children, we reserve the right to withdraw participation in our Coaching Clinic if the above is not provided and deemed required, in such instance the parent or guardian will be called to either provide the following or collect the child from the Coaching Clinic.

5. Coaching Clinic Safeguarding Policy

1. Policy Statement

Dorking Wanderers Football Club (DWFC) is committed to providing a safe, inclusive, and positive environment for all children attending our Coaching Centres. The welfare of every child is our highest priority, and we are dedicated to ensuring that all safeguarding practices are upheld during our school holiday coaching programmes for children aged 5 to 14.

2. Scope

This policy applies to all staff, volunteers, and participants involved in DWFC Coaching Centres, which take place during school holidays at Meadowbank 3G Stadium, Dorking.

3. Key Safeguarding Measures

3.1 Site Security

- a. The Coaching Centre is held at Meadowbank 3G Stadium, which is a secure and enclosed venue.
- b. Entry and exit points are controlled and monitored by authorised staff.
- c. A designated sign-in/sign-out area will be used for all arrivals and collections to ensure children are accounted for at all times.

3.2 Supervision

- a. Children will be supervised at all times throughout the day, including during coaching sessions, lunch and break times, and transitions.
- b. Staff-to-child ratios will follow best practice guidelines to ensure safety and support.
- c. All staff and volunteers are DBS-checked and have completed safeguarding training.



3.3 Toilet Breaks

- a. Toilet facilities at Meadowbank will be supervised appropriately.
- b. Children will be accompanied or monitored during toilet breaks based on age and need, always respecting their privacy while maintaining safety.

3.4 Collection Procedures

- a. Children will only be released to authorised individuals listed on the registration form.
- b. A collection password system is in place: parents/carers must give the correct password upon collection. No child will be released without it.
- c. Any change to pick-up arrangements must be made in writing and verified by the Coaching Centre Coordinator.

4. Behaviour and Conduct

4.1 No Bullying Policy

- a. DWFC has a zero-tolerance policy on bullying of any kind — physical, verbal, emotional, or cyber.
- b. All incidents will be addressed quickly and fairly, with parents/carers informed where appropriate.
- c. Repeated or serious bullying may result in the child being withdrawn from the Coaching Centre.

4.2 No Nuts Policy

- a. To ensure the safety of all children, especially those with allergies, no nut products are allowed to be brought into the Coaching Centre.
- b. Parents/carers must check food items carefully before sending them in with their child.

4.3 Mobile Phone Use

- a. Children are not permitted to use mobile phones during coaching sessions.
- b. Mobile phones may be used only during supervised break times and must remain safely stored at all other times.
- c. Inappropriate use may result in the phone being held by staff until the end of the day.

5. Health and Safety

- a. Meadowbank 3G Stadium is a safe, purpose-built environment for youth football and physical activity.
- b. First aid-trained staff will be present at all times.



- c. All accidents or incidents will be recorded in the site's incident log, and parents/carers will be informed as appropriate.
- d. Emergency contact details must be submitted during registration and kept up to date.

6. Reporting Concerns

- a. Any safeguarding concerns should be reported immediately to the Designated Safeguarding Lead (DSL) at the Coaching Centre.
- b. The DSL and Deputy DSL's names and contact information will be clearly displayed at Meadowbank.
- c. DWFC Coaching Centres follow the safeguarding protocols set out by the Surrey Safeguarding Children Partnership.

7. Review and Approval

This policy is reviewed annually or in response to changes in legislation or operational practices.

Venue: Meadowbank 3G Stadium, Dorking

Date of Last Review: 25/06/2025

Next Review Due: 25/06/2026

Approved by: DWFC Coaching Centre Safeguarding Lead



Laura Duffell - DWFC Designated Safeguarding Lead (DSL)
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