

Strive Group UK Policies, Terms & Conditions Handbook

This handbook consolidates the company's key policies and expands them into a comprehensive document suitable for clients, schools and partners.

1. Terms of Service

Bookings are confirmed only after written acceptance and receipt of any required deposit. A 50% non-refundable deposit is required unless otherwise agreed in writing. The remaining balance will be invoiced and must be settled within the agreed payment terms (default 14 days from invoice date unless otherwise stated). Late payments may incur interest and recovery costs permitted by the Late Payment of Commercial Debts (Interest) Act 1998. Strive Group UK may suspend services where invoices remain unpaid. Cancellations, refunds, rescheduling, force majeure, intellectual property, confidentiality, acceptable conduct, limitation of liability, governing law and complaints procedures all apply. Clients are responsible for ensuring participants are medically fit and provide accurate information.

2. Privacy Policy

Strive Group UK processes personal information lawfully, fairly and transparently in accordance with UK GDPR and the Data Protection Act 2018. We collect only information necessary to deliver services including contact details, emergency contacts, attendance, safeguarding information, medical details where required, media consent, payment records and correspondence. Data is retained only as long as necessary and protected through organisational and technical safeguards. Individuals may request access, correction, deletion where applicable, restriction or portability of their personal data.

3. GDPR & Sensitive Information

Special category data including health information is processed only where necessary, access is restricted to authorised personnel, encryption and secure storage are used where appropriate, breaches are reported in accordance with legal obligations, and staff receive data protection awareness training. Confidential records are never shared without lawful basis except where safeguarding or legal obligations require disclosure.

4. Safeguarding

The welfare of children and vulnerable adults is paramount. All relevant staff are DBS checked, receive safeguarding awareness training, follow safer recruitment practices and report concerns immediately. One-to-one coaching follows safeguarding guidance, parental consent is obtained where required, incidents are recorded, and referrals are made to relevant authorities when necessary.

5. Equality, Diversity & Inclusion

Strive Group UK provides an inclusive environment free from discrimination, bullying and harassment. Services are delivered without unlawful discrimination on protected characteristics and reasonable adjustments are considered wherever practicable.

6. Health & Safety

Risk assessments are completed where appropriate. Equipment is regularly inspected, first aid arrangements are maintained, accidents are recorded, emergency procedures are communicated and participants must follow coach instructions.

7. Media & Photography

Photos and videos may be taken for coaching, promotional or educational purposes only where appropriate consent has been obtained. Consent may be withdrawn subject to legal and practical limitations.

8. Complaints

Complaints should be submitted in writing. Strive Group UK aims to acknowledge complaints within five working days and investigate promptly before issuing a written outcome.

9. Code of Conduct

Staff, participants and parents are expected to treat everyone with respect, avoid abusive behaviour, follow instructions, protect facilities and equipment, and uphold the reputation of the organisation.

10. Review

These policies are reviewed periodically and updated to reflect legislative or operational changes.