



London Mavericks Emerging Athlete Programme

Terms and Conditions

Effective from: 30th July 2026

Version: 3

1. About these Terms

1.1 These Terms and Conditions apply to participation in the London Mavericks Emerging Athlete Programme (“EAP” or “Programme”).

1.2 “London Mavericks” means LONDON MAVERICKS NETBALL LTD, Company number 15720460, trading as London Mavericks.

1.3 Where an athlete is under 18, the contract is between London Mavericks and the athlete’s parent or legal guardian who accepts the Programme place. The parent or guardian is responsible for payment of all fees and for ensuring the athlete complies with these Terms and Conditions.

1.4 By accepting an offer, completing registration or making any payment, the parent or guardian confirms that they:

- have authority to register the athlete;
- have read and accepted these Terms and Conditions;
- have provided complete and accurate information; and
- agree to the applicable London Mavericks policies and Codes of Conduct.

1.5 The athlete’s offer email, booking information and payment schedule form part of the agreement. Where specific details differ, the offer email will apply to dates, venue, fees and payment deadlines, while these Terms and Conditions will apply to the general operation of the Programme.

2. Programme Purpose and Content

2.1 The EAP is a development programme intended to support athletes through performance-focused coaching, training and matchplay opportunities.

2.2 Programme provision may include:

- technical and tactical coaching;
- position-specific development;
- physical development and conditioning;
- mindset, wellbeing or personal development activities;
- athlete mentoring;
- inter-squad and inter-team matchplay;
- tournaments or matchplay days;
- parent or guardian workshops;
- athlete resources or workbooks;
- talent identification and observation opportunities; and
- other benefits stated in the athlete's offer.

2.3 Programme content may be adjusted according to the age, development needs and ability of the group.

2.4 Participation does not guarantee:

- selection for another London Mavericks programme or squad;
- progression to PDP, Academy, NXTGEN, NSL or any other pathway level;
- selection for a particular team or match;
- a particular playing position;
- equal court time;
- attendance by a particular coach, athlete or talent identifier; or
- any professional, representative or performance outcome.

2.5 Selection, grouping, playing position, court time and progression decisions will be made by appropriately appointed London Mavericks staff based on factors including development needs, attendance, attitude, welfare, performance and team balance.

3. Programme Dates, Venues and Changes

3.1 The anticipated training dates, matchplay dates, times and venues will be communicated in the athlete's offer or Programme schedule.

3.2 All training dates, matchplay dates, times, venues, coaching arrangements and Programme activities are subject to reasonable change.

3.3 London Mavericks may make changes where reasonably necessary because of:

- venue unavailability or closure;
- coach or staff availability;
- weather conditions;
- travel disruption;
- health and safety concerns;
- public-health restrictions;
- safeguarding concerns;
- changes imposed by a school, venue, governing body or competition organiser;
- insufficient attendance or opposition availability;
- circumstances outside London Mavericks' reasonable control; or
- other operational requirements.

3.4 Changes may include:

- moving a session or matchplay day to another date;
- changing the start or finish time;
- moving to a reasonable alternative venue;
- combining or reorganising groups;
- changing coaches or delivery staff;
- changing a matchplay format or opponent;
- delivering an appropriate alternative activity; or
- cancelling an individual activity where no reasonable alternative is available.

3.5 London Mavericks will provide as much notice as reasonably possible, although changes may occasionally be required at short notice.

3.6 Programme fees are charged for the overall seasonal Programme package and are not calculated on a session-by-session basis.

3.7 No refund or fee reduction will be provided for:

- a reasonable change to a date, time, venue, coach or Programme format;
- the rescheduling of a session or matchplay day;
- a change of opponent, competition format or team grouping;
- a cancelled individual session where a replacement or substantially equivalent alternative is provided; or
- minor changes that do not materially reduce the overall Programme provision.

3.8 Where London Mavericks permanently cancels the entire Programme, or is unable to deliver a material proportion of the Programme and cannot provide a reasonable replacement or alternative, London Mavericks will provide an appropriate proportionate refund or credit for the part not delivered, subject to the participant's statutory rights.

3.9 London Mavericks will not be responsible for additional personal costs incurred because of a change, including travel, accommodation, childcare or equipment costs, unless liability cannot lawfully be excluded.

4. Acceptance of a Programme Place

4.1 An offer is personal to the named athlete and may not be transferred to another athlete.

4.2 A place is not confirmed until:

- registration has been completed;
- the relevant Terms and Conditions have been accepted;
- all required athlete and medical information has been provided; and
- the first payment has been received in cleared funds by the stated deadline.

4.3 If the required payment is not received by the stated deadline, the offer will automatically lapse unless London Mavericks has agreed an extension in writing.

4.4 An athlete whose place has lapsed may not attend training, matchplay or any other Programme activity.

4.5 London Mavericks may offer the place to another athlete once the acceptance deadline has passed.

5. Fees and Payment

5.1 The total Programme fee and payment schedule will be set out in the athlete's offer or registration information.

5.2 Fees may include Programme delivery, staffing, venue hire, administration, resources, kit, tickets, matchplay and other stated benefits.

5.3 Payment platform or transaction fees may be charged separately where clearly stated before payment.

5.4 All payments must be made in full by the stated deadlines.

5.5 Where payment is made by instalments, the instalment arrangement is a payment facility only. It does not convert the Programme into separate monthly or session-based contracts.

5.6 If any payment is not received by its deadline:

- the athlete's right to attend will automatically be suspended from the payment due date;
- the athlete must not attend any training, matchplay or Programme activity until the overdue amount has been received in cleared funds;
- London Mavericks may withhold Programme benefits, kit, tickets or resources;
- London Mavericks may cancel the athlete's place; and
- reasonable recovery action may be taken for sums lawfully due.

5.7 Suspension for non-payment does not extend the Programme, entitle the athlete to replacement sessions or automatically remove any payment obligations.

5.8 London Mavericks may agree an alternative payment arrangement in exceptional circumstances, but this must be agreed in writing before the relevant payment deadline.

5.9 Where an athlete joins after the Programme has started, London Mavericks may charge an adjusted fee reflecting the remaining Programme provision and any fixed costs or benefits already committed.

5.10 Any financial support, hardship funding or discretionary payment arrangement is subject to separate eligibility requirements and does not alter these Terms unless confirmed in writing.

5.11 London Mavericks may offer a reduced fee, hardship award, bursary, payment support or other financial assistance at its discretion. Any assistance is subject to available funding, the applicable eligibility criteria and any stated application deadline. Submitting an application does not guarantee that support will be awarded.

5.12 To allocate financial assistance fairly, London Mavericks may require reasonable evidence of financial need and may ask the applicant to provide one or more of the following:

- a current award statement or letter confirming receipt of Universal Credit or another means-tested benefit;
- confirmation that the athlete qualifies for benefits-related or targeted free school meals;
- recent payslips, a tax calculation, self-assessment record or accountant's letter;
- a supporting letter from a school, local authority, social worker, recognised charity or other relevant professional; or
- other evidence reasonably requested or accepted by London Mavericks.

5.13 Evidence must be current, accurate and sufficient to establish eligibility.

Applicants may redact National Insurance numbers, bank account details and information unrelated to the application, provided that the applicant's name, the date of the document and the relevant entitlement, income or circumstances remain visible.

5.14 London Mavericks may request updated, alternative or additional evidence where the information initially provided is unclear, incomplete, out of date or insufficient to assess the application. Decisions may take account of the published criteria, available funds, the level of support requested and any exceptional circumstances disclosed by the applicant.

5.15 Applications and supporting evidence will be treated confidentially and accessed only by authorised staff who need the information to assess or administer the request. London Mavericks will collect only the information reasonably required, retain it only for as long as necessary and process it in accordance with its Privacy Notice and applicable data-protection law.

5.16 Financial assistance is personal to the named athlete, is not transferable, applies only to the amount and period confirmed in writing and may not be combined with another discount or offer unless London Mavericks agrees otherwise in writing.

5.17 If an application contains materially false, misleading or incomplete information, London Mavericks may withdraw the assistance, require payment of any resulting outstanding balance or cancel the athlete's place. Before taking action, London Mavericks will consider the circumstances and any applicable statutory rights.

5.18 London Mavericks may amend, suspend or withdraw a financial assistance scheme for future applications. A confirmed award will not normally be changed during the period stated in the award unless the written award terms permit this, the applicant's eligibility materially changes or clause 5.17 applies.

5.19 An applicant may ask London Mavericks to review a decision where they believe relevant information was not considered. Financial assistance remains discretionary and is subject to the funds available.

6. Withdrawal by the Athlete

6.1 A parent or guardian wishing to withdraw an athlete must notify London Mavericks in writing at info@londonmavericks.co.uk

6.2 Simply cancelling a payment instruction, failing to attend or informing a coach does not constitute formal withdrawal.

6.3 The Programme operates with limited places and London Mavericks commits expenditure based on accepted registrations. A withdrawal will therefore not automatically result in a full refund or cancellation of all remaining payments.

6.4 Where an athlete withdraws, London Mavericks may retain or charge an amount that reasonably reflects:

- Programme services already provided;
- non-refundable third-party costs already incurred;
- kit, tickets, resources or other benefits already ordered, supplied or allocated;
- administration directly associated with the booking and withdrawal;
- venue, staffing and delivery commitments made in reliance on the booking;
- the notice provided;
- whether the place can reasonably be filled by another athlete; and
- any costs London Mavericks saves as a result of the withdrawal.

6.5 Any cancellation charge will not exceed London Mavericks' reasonable loss and will not be imposed as a penalty.

6.6 Where a replacement athlete fills the place, London Mavericks will take the replacement income and any costs saved into account when calculating any remaining amount due or refund.

6.7 Refunds will not normally be provided for:

- a change of mind;
- conflicting club, school, county or personal commitments;
- holidays;

- transport difficulties;
- relocation;
- dissatisfaction with selection, position, court time or progression decisions;
- occasional illness or injury;
- non-attendance;
- suspension for non-payment; or
- removal resulting from a serious or repeated breach of the Codes of Conduct.

6.8 Nothing in this section affects any statutory rights that apply to the booking.

7. Medical Withdrawal and Long-Term Injury

7.1 Where an athlete becomes medically unable to participate for a substantial remainder of the Programme, the parent or guardian may submit a written request for medical withdrawal.

7.2 London Mavericks may require supporting evidence from an appropriately qualified medical professional confirming:

- the nature of the restriction, where appropriate;
- the anticipated period during which the athlete cannot participate; and
- that participation in the Programme is not medically advised.

7.3 London Mavericks will consider the circumstances fairly and may offer an appropriate transfer, credit or partial refund after taking account of:

- the Programme already provided;
- unavoidable or non-refundable costs;
- kit, tickets and benefits already provided or ordered;
- the remaining period of the Programme; and
- whether the place can be filled.

7.4 Short-term injury, illness, rehabilitation, reduced participation or inability to attend individual sessions will not normally qualify for a refund.

8. Attendance and Commitment

8.1 Athletes are expected to attend all scheduled training, workshops, matchplay days and required Programme activities unless absence has been agreed or is unavoidable.

8.2 Absence must be reported through the designated London Mavericks communication platform as early as possible.

8.3 London Mavericks is not required to provide replacement sessions, individual coaching or refunds for sessions missed by an athlete.

8.4 Persistent lateness, repeated unexplained absence or a level of attendance that prevents meaningful participation may result in:

- a meeting with the athlete and parent or guardian;
- restricted matchplay opportunities;
- suspension;
- review of the athlete's place; or
- removal from the Programme.

8.5 Any decision will take account of relevant medical, disability, welfare or exceptional circumstances notified to London Mavericks.

9. Health, Medical Information and Fitness to Participate

9.1 The parent or guardian must provide accurate and current information about:

- medical conditions;
- injuries;
- allergies;
- medication;
- additional needs;
- disabilities;
- emergency contacts; and
- any other matter that may affect safe participation.

9.2 London Mavericks must be informed promptly of any change to this information.

9.3 The parent or guardian is responsible for ensuring that the athlete is medically fit to participate and follows any advice provided by a doctor, physiotherapist or other qualified professional.

9.4 London Mavericks may prevent or restrict participation where staff reasonably believe that participation could create a risk to the athlete or others.

9.5 Athletes must not attend where they have a contagious illness or where attendance would conflict with applicable health guidance.

9.6 The parent or guardian consents to appropriately trained staff providing basic first aid and authorises London Mavericks to contact emergency services where reasonably necessary.

9.7 Where emergency treatment is required, decisions about medical treatment will remain with the attending medical professionals.

9.8 Medication will only be stored or administered in accordance with London Mavericks' medical and safeguarding procedures and any separate written agreement.

10. Safeguarding

10.1 London Mavericks will take reasonable measures to provide a safe and appropriate environment for athletes.

10.2 Athletes and parents or guardians must comply with the London Mavericks:

- Safeguarding Policy;
- Athlete Code of Conduct;
- Parent and Guardian Code of Conduct;
- Social Media and Communications Policy;
- Photography and Filming Policy; and
- any relevant venue or governing-body rules.

10.3 Safeguarding concerns should be reported promptly to the designated safeguarding contact at info@londonmavericks.co.uk

10.4 London Mavericks may immediately restrict, suspend or remove an athlete or accompanying adult where this is reasonably necessary to:

- protect a child or young person;
- investigate a safeguarding concern;
- protect staff, volunteers or other participants;
- maintain a safe environment; or
- comply with a governing-body, venue or statutory requirement.

10.5 Safeguarding information may be shared with relevant organisations or authorities where London Mavericks reasonably believes this is necessary or legally required.

11. Athlete and Parent Conduct

11.1 Athletes must behave respectfully towards coaches, officials, volunteers, teammates, opponents, venue staff and members of the public.

11.2 Parents and guardians must support a positive performance environment and must not:

- abuse, threaten or intimidate athletes, staff, officials or other families;
- interfere with coaching or selection decisions during activities;
- enter restricted athlete or court areas without permission;
- post abusive, discriminatory, defamatory or confidential material online; or
- act in a manner that damages the safety or reasonable reputation of the Programme.

11.3 Prohibited conduct includes bullying, harassment, discrimination, violence, serious disruption, deliberate damage, substance misuse and inappropriate online communication.

11.4 London Mavericks may investigate alleged misconduct and take proportionate action, including:

- an informal or formal warning;
- an agreed behaviour plan;
- restricted attendance by a parent or guardian;
- suspension from training or matchplay;
- removal from a specific event; or
- termination of the athlete's Programme place.

11.5 Serious safeguarding or safety concerns may result in immediate action without a prior warning.

11.6 Where a place is terminated because of conduct, any refund or outstanding payment will be considered in accordance with the circumstances, London Mavericks' reasonable losses and the participant's statutory rights.

12. Matchplay and Competition

12.1 Matchplay opportunities are developmental and may be changed, reorganised or cancelled.

12.2 Participation in the EAP does not guarantee:

- selection for every fixture or matchplay day;
- equal playing time;
- selection in a preferred position;
- participation in a particular squad;
- a particular standard or number of opponents; or
- entry into an external competition.

12.3 Coaches may rotate athletes, positions and combinations in line with the developmental purpose of the Programme.

12.4 Athletes may be withheld from matchplay because of injury, welfare, attendance, conduct, non-payment, team balance or other reasonable performance considerations.

12.5 External competitions and events may be subject to separate organiser rules, eligibility requirements and terms.

13. Travel, Arrival and Collection

13.1 Unless expressly stated otherwise, parents and guardians are responsible for arranging and paying for transport to and from all Programme activities.

13.2 The parent or guardian remains responsible for the athlete:

- before the athlete has been formally signed in or accepted into the session; and
- immediately after the activity finishes or the athlete is signed out.

13.3 Athletes must not be left at a venue before London Mavericks staff are ready to receive them.

13.4 Parents and guardians must arrange prompt collection and remain contactable during activities.

13.5 London Mavericks must be informed in writing of any authorised collection arrangements or permission for an athlete to travel independently.

13.6 London Mavericks is not responsible for athletes outside the communicated supervision period, except where responsibility cannot lawfully be excluded.

14. Kit, Tickets and Programme Benefits

14.1 Kit, tickets, workbooks and other benefits are subject to availability and any separate supplier, venue or ticketing terms.

14.2 Personalised or athlete-specific kit cannot normally be exchanged or refunded unless faulty or incorrectly supplied.

14.3 Parents and guardians are responsible for ordering the correct size where sizing information has been provided.

14.4 Lost, damaged or outgrown kit will not be replaced free of charge unless London Mavericks agrees otherwise.

14.5 Tickets included as part of the Programme:

- are subject to fixture confirmation and availability;
- may be moved to an alternative eligible fixture where necessary;
- have no guaranteed cash alternative;
- must not be resold in breach of ticketing conditions; and
- remain subject to the relevant venue and ticket provider's terms.

14.6 Tickets included within the Programme fee will be issued by London Mavericks before the relevant event, subject to the parent or guardian completing any required ticket request process by the deadline communicated by London Mavericks.

14.7 London Mavericks will communicate the method and deadline for requesting included tickets. The parent or guardian is responsible for submitting a complete and accurate request by that deadline and for checking relevant Programme communications.

14.8 Where included tickets are not requested by the stated deadline, London Mavericks cannot guarantee availability for the athlete's preferred or requested home fixture. London Mavericks may, subject to availability, offer tickets for an alternative eligible home fixture. A missed request deadline will not create an entitlement to a refund, credit or cash alternative for the unused ticket benefit.

14.9 Promotional discounts and priority-booking opportunities do not guarantee ticket availability.

15. Photography, Filming and Performance Analysis

15.1 London Mavericks may use photography or video for legitimate coaching, analysis, safeguarding and operational purposes, as explained in its Privacy Notice and Photography and Filming Policy.

15.2 Separate permission will be requested where images or footage are intended to be used for marketing, publicity or promotional purposes where such permission is required.

15.3 Marketing photography consent is optional and may be withdrawn for future use by contacting London Mavericks.

15.4 Parents, guardians and spectators must comply with London Mavericks and venue photography rules.

15.5 Photography, filming or live streaming must not take place in changing rooms, treatment areas or other prohibited locations.

16. Data Protection

16.1 London Mavericks will process personal information in accordance with applicable data-protection law and its Privacy Notice.

16.2 Information may be processed for purposes including:

- Programme administration;
- payment management;
- assessing eligibility for financial assistance, hardship support or discounted fees;
- coaching and athlete development;
- health and safety;
- safeguarding;
- emergency response;
- communications;
- event management;
- performance analysis; and
- compliance with legal or governing-body requirements.

16.3 Relevant information may be shared with coaches, venues, medical providers, event organisers, governing bodies or safeguarding authorities where there is an appropriate lawful basis.

16.4 Parents, guardians and athletes must not misuse confidential information, personal data, images or contact details relating to other participants.

16.5 Where financial evidence is supplied, London Mavericks may record the application outcome, the basis of eligibility, the date checked and the staff member completing the assessment. Supporting documents will be securely deleted or anonymised when they are no longer required for assessment, review, audit, dispute resolution or a legal obligation, in accordance with the applicable retention arrangements.

16.6 Applicants should avoid providing information that has not been requested and should redact sensitive identifiers and unrelated personal information wherever possible.

17. Risk, Insurance and Liability

17.1 Netball and physical training involve inherent risks, including the risk of accidental injury. Athletes participate voluntarily and must follow coaching instructions and safety requirements.

17.2 London Mavericks will provide the Programme with reasonable care and skill and will take reasonable measures to manage foreseeable risks.

17.3 Nothing in these Terms excludes or limits London Mavericks' liability for:

- death or personal injury caused by its negligence;
- fraud or fraudulent misrepresentation;
- breach of statutory rights; or
- any other liability that cannot lawfully be excluded.

17.4 Subject to clause 17.3, London Mavericks will not be responsible for:

- loss or damage that was not reasonably foreseeable;
- losses caused by inaccurate or incomplete information supplied by the participant;
- losses caused by an athlete failing to follow reasonable instructions;

- events outside London Mavericks' reasonable control;
- loss or damage to unattended personal possessions, except where caused by London Mavericks' negligence; or
- indirect business or commercial losses incurred by a parent, guardian or athlete.

17.5 Athletes are advised not to bring unnecessary valuables to Programme activities.

18. Circumstances Outside London Mavericks' Control

18.1 London Mavericks will not be responsible for delay or failure caused by circumstances outside its reasonable control, including:

- extreme weather;
- flooding, fire or natural disaster;
- epidemic or public-health restrictions;
- industrial action;
- transport disruption;
- utilities or technology failure;
- venue closure;
- civil emergency;
- government or governing-body action; or
- serious staffing disruption that could not reasonably have been avoided.

18.2 London Mavericks will take reasonable steps to minimise disruption and may provide rescheduled, relocated or alternative delivery.

18.3 This clause does not remove any refund or other statutory right that applies where a material part of the contracted Programme is not provided.

19. Communications

19.1 Parents and guardians must maintain an active email address, telephone number and account on the designated Programme communication platform.

19.2 Important information may be communicated by email, the Programme platform, text message or other notified method.

19.3 Parents and guardians are responsible for:

- checking communications regularly;
- ensuring messages are not directed to spam or junk folders;
- updating contact information; and
- responding to requests by the stated deadline.

19.4 London Mavericks will not be responsible for missed information where the contact details supplied are incorrect or communications have not been checked.

19.5 Programme or safeguarding concerns should be raised through the official communication channels rather than through personal social-media accounts belonging to staff or athletes.

20. Complaints

20.1 Concerns should initially be raised promptly with info@londonmaverick.co.uk

20.2 Formal complaints will be handled under the London Mavericks Complaints Policy.

20.3 Complaints relating to selection, grouping or playing time will be reviewed to ensure that the correct process was followed, but professional coaching judgements will not normally be overturned solely because a parent or athlete disagrees with the outcome.

20.4 Raising a genuine concern or complaint will not disadvantage an athlete.

21. Changes to these Terms

21.1 London Mavericks may make reasonable changes to these Terms where necessary to:

- comply with law or governing-body requirements;
- address safety or safeguarding matters;
- clarify existing wording;
- reflect changes to Programme administration; or
- make changes that do not materially disadvantage participants.

21.2 Participants will be notified of material changes.

21.3 London Mavericks will not use this clause to make an unfair or fundamental change to the Programme without providing an appropriate remedy.

22. General Provisions

22.1 If any provision is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

22.2 A delay by London Mavericks in enforcing a provision does not waive its right to enforce that provision later.

22.3 No person other than London Mavericks and the contracting parent, guardian or adult athlete has the right to enforce this agreement, except where the law provides otherwise.

22.4 These Terms and Conditions are governed by the laws of England and Wales.

22.5 The courts of England and Wales will have jurisdiction, although participants retain any right under consumer law to bring proceedings in another applicable part of the United Kingdom.

23. Acceptance

By accepting the Programme place, completing registration or making payment, the parent or guardian confirms that:

- they have read and understood these Terms and Conditions;
- the information provided about the athlete is complete and accurate;
- they accept responsibility for paying the applicable Programme fees;
- they will ensure that the athlete follows the relevant Codes of Conduct and policies; and
- they understand that Programme dates, venues, matchplay arrangements and delivery details may be reasonably changed in accordance with these Terms.