

TWO TOUCH FOOTBALL (TTF)

General Terms and Conditions

Omokoroa, Bay of Plenty, NZ



1. Registration & Attendance

- Only children registered and paid for in advance are able to attend our sessions.
- All players are expected to be on time and ready to go at their specified session time. They must wear the correct TTF uniform, along with football boots and shin pads to each training.
- Participants are not to leave the Two Touch training area unless their parent/caregiver is present.

2. Player Conduct & Safety

- Any child not listening to full instructions within the field will be removed for safety reasons. Players who demonstrate any ongoing behavioural issues may be removed or suspended from TTF, at the discretion of the coaches.
- Players are expected to treat coaches, teammates, and opposition players with respect at all times. Bullying, deliberate foul play, or unsporting behaviour will not be tolerated and may result in removal from a session or suspension from TTF, at the discretion of the coaches.

3. Health, Safety & Medical

- Although TTF coaches will take every precaution to prevent participants from injury or harm, TTF will take no responsibility for injury or accidents during sessions. Nor will we accept liability for medical expenses related to injury during our sessions.
- Parent/guardian authorise TTF coaching staff to administer or approve any medical treatment deemed necessary to the participant, in your absence.
- Parents/guardians must advise TTF in advance of any medical conditions, allergies, or additional needs that coaches should be aware of to keep the participant safe during sessions.

4. Property & Damage

- Parents/guardians take full liability for their child who may cause intentional damage to TTF property and/or equipment. Participants who are found causing damage will be invoiced the cost to replace it.

5. Weather & Session Changes

- In the event of bad weather, a decision to postpone/continue a session will be made by TTF and you will be notified as soon as possible. If a session is missed due to weather, we will try our best to accommodate a make-up session.

6. Fees & Refunds

- No refunds are available once registration is paid for, unless we see that your child is not a good fit for TTF, in which case you will be offered a refund. Any other refunds requested are at the discretion of the TTF team.

7. Parent & Spectator Code of Conduct

TTF is a development-focused academy. Our sessions prioritise skill-building, enjoyment, and long-term growth over immediate results, and we ask parents/guardians and spectators to support this environment on and off the field.

- Parents/guardians and spectators are expected to remain positive, respectful, and encouraging at all times towards players, coaches, officials, and other families, both during sessions and at any events or matches.
- Coaching instruction is the responsibility of TTF coaches. Parents/guardians and spectators must not coach, instruct, or call out to players from the sideline during sessions, as this can conflict with what coaches are teaching and disrupt the player's focus.
- Aggressive, hyper-competitive, or “win-at-all-costs” behaviour from the sideline — including shouting at players, officials, or coaches, criticising a child’s performance, or comparing children — is not consistent with TTF’s culture and will not be tolerated.
- Any disagreement, concern, or complaint about coaching decisions, session content, or another child’s behaviour must be raised privately and respectfully with a TTF coach or the TTF team, not addressed on the field, sideline, or in front of players.
- Physical or verbal abuse, threats, or intimidation directed at any player, parent, coach, or official will result in immediate removal from the session/venue and may result in permanent suspension from TTF, at the discretion of the coaches, without refund.
- Where a parent's/guardian's conduct is deemed by TTF to be disruptive with the values above, TTF reserves the right to either issue a verbal or written warning or fully remove the family and child from TTF programmes, at the discretion of the coaches/TTF team, without refund.
- These expectations apply equally to any other adults attending on behalf of a family (grandparents, caregivers, extended family, etc).

8. Photography, Media & Social Media

- TTF may take photographs or video of sessions and events for coaching, promotional, and social media purposes. By registering, parents/guardians consent to their child appearing in this material unless TTF is advised in writing otherwise prior to the session.
- Parents/guardians and spectators must not photograph, film, or post images of children other than their own on social media or elsewhere without the express permission of that child's parent/guardian.

9. Communication

- TTF will communicate session updates, weather cancellations, and general information via email or WhatsApp, depending on the group. It is the parent/guardian's responsibility to ensure contact details are kept up to date.

10. Privacy

- Personal information collected at registration (contact details, medical information, etc.) is used solely for the operation of TTF programmes and will not be shared with third parties except where required for participant safety or by law, in line with the Privacy Act 2020.

11. Withdrawal from TTF

- Parents/guardians wishing to withdraw their child from TTF should provide 2 weeks written notice where possible. Fees already paid are subject to the refund terms set out in Section 6.

12. Complaints & Grievances

- Any complaint or concern regarding coaching, another participant, or another family should be raised directly and confidentially with the TTF team via email to Info@twotouch.co.nz. TTF will respond to all complaints in a timely and respectful manner.

13. Amendments

- TTF reserves the right to update these Terms and Conditions from time to time. The current version will always be available on the TTF website.