



# One-to-One Lessons Policy and Booking Terms

**Fencing • Character • Excellence**

Together we show up, give our best, support others and keep improving.

|               |                                                                                            |
|---------------|--------------------------------------------------------------------------------------------|
| Organisation  | Cambridge Sword Ltd                                                                        |
| Policy title  | One-to-One Lessons Policy and Booking Terms                                                |
| Policy number | 15                                                                                         |
| Version       | V4                                                                                         |
| Policy owner  | Club Manager and lesson administrator                                                      |
| Created       | Drawn from existing Cambridge Sword policies and procedures                                |
| Updated draft | August 2026                                                                                |
| Next review   | August 2027, or sooner if guidance, law, club practice or safeguarding requirements change |

### At a glance

- One-to-one lessons provide individual coaching and should be booked through the agreed club process.
- Lessons are usually booked in a termly series and paid for in advance or as instructed.
- Cancellation rules should be clear before the series begins, including any notice period and whether missed lessons count.
- One-to-one lessons involving under-18s should be visible, interruptible and known to parents/carers.
- Lesson communication should follow the WhatsApp and Digital Messaging Policy.

## Purpose

This policy explains how Cambridge Sword manages one-to-one lessons, including booking, payment, cancellation, safeguarding and communication expectations.

## Booking and allocation

Available lesson slots will normally be shared at the start of each term or as arranged by the lesson administrator.

Where a fencer has an existing regular slot, they may be offered the opportunity to rebook that slot, but it should still be booked by the stated deadline.

Requests to change slots will be considered where possible but depend on coach availability, venue availability and other bookings.

## Payment and lesson series

Lessons may be booked as a series across a term, with payment made in advance or directly to the coach as instructed.

The exact number of lessons, payment arrangements and cancellation allowance should be made clear before the series begins.

## Cancellations and missed lessons

Parents/carers or adult fencers should give as much notice as possible if a lesson cannot be attended.

Where the club uses a 48-hour cancellation rule, late cancellation may count as a taken lesson unless exceptional circumstances are agreed by the coach and lesson administrator.

Credits or carry-over should only be given where the coach and lesson administrator agree this is appropriate.

## Safeguarding and supervision

One-to-one lessons involving under-18s should take place in a visible and interruptible setting.

Parents/carers should know when and where lessons are taking place and who is coaching.

Coaches should avoid unnecessary private or isolated situations and should follow the Safeguarding and Welfare Policy.

## Communication

Lesson WhatsApp groups or messages should be used only for practical lesson coordination and should follow the WhatsApp and Digital Messaging Policy.

Adults must not send personal one-to-one WhatsApp messages to under-18s. Communication should normally go through parents/carers or official group channels where a parent/carer is present.

## Safety requirements for one-to-one lessons

One-to-one lessons using steel weapons must follow British Fencing safety expectations for lessons/classes. The coach and fencer must wear the protective equipment required for the coaching activity, and the coach should stop or adapt the lesson if clothing, weapon or venue conditions are unsafe.

Fencers should be briefed to carry weapons safely, put masks on before holding weapons where relevant, and stop immediately if a mask falls off, a blade breaks or a point/button falls off.

## Related policies and guidance

This document should be read alongside:

- Safeguarding and Welfare Policy
- WhatsApp and Digital Messaging Policy
- Payments, Booking, Refunds and Cancellations Policy
- Coach/Volunteer Code of Conduct
- Parent/Carer Code of Conduct

## Review

This document will be reviewed annually, or sooner if there is a safeguarding concern, complaint, incident, near miss, change in club practice, change in guidance, or change in relevant law or governing body requirements.

## Approval and review record

|                    |                                 |             |             |
|--------------------|---------------------------------|-------------|-------------|
| <b>Prepared by</b> | Emily Lucas, Operations Manager | <b>Date</b> | August 2026 |
|--------------------|---------------------------------|-------------|-------------|

## One-to-One Lessons Policy and Booking Terms

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|------------------------|-------------------------------------------|-------------|--|
| <b>Reviewed by</b>     | Sarah Paveley, Club Director / Head Coach | <b>Date</b> |  |
| <b>Reviewed by</b>     | Hannah Jones, Welfare Officer             | <b>Date</b> |  |
| <b>Next review due</b> | August 2027, or sooner if required        | <b>Date</b> |  |