

Well School Community

Terms and Conditions 2026/27

Rolling 12-month membership - August 2026

Important: Membership dates are specific to each school or organisation. Your 12-month membership start and end dates will be confirmed in your order confirmation or welcome communication.

GENERAL

Glossary

'Benefit(s)' refers to all resources (online, digital and hard copy), professional learning, workshops, events, newsletters, Development Manager support and consultancy visits included within Well School Community membership or purchased as separate items.

'Membership' means the Well School Community membership purchased by a school, group of schools or other, eligible organisation.

'Membership Period' means the 12-month period beginning on the membership start date confirmed by the Youth Sport Trust.

'Youth Sport Trust' means the Youth Sport Trust, a registered charity and company limited by guarantee.

Membership Period

Well School Community membership runs for 12 consecutive months from the Membership start date confirmed in your order confirmation or welcome communication. Access to Benefits is provided for the fee applicable at the point of purchase and for the Membership type selected.

The membership end date will be 12 months after the confirmed start date. Benefits must be used within the relevant Membership Period unless the Youth Sport Trust confirms otherwise in writing.

Renewals

The Youth Sport Trust will send a communication to the school or organisation before the end of the Membership Period, including information about renewal and the price and terms that will apply for the next 12-month period.

Membership will automatically renew for a further 12 months unless the school or organisation responds to this communication within the stipulated timescale, indicating that it does not wish to renew.

Renewal invoices cannot be cancelled once the renewed Membership Period has started. Payment must be made in full within 30 days of the invoice date.

Groups of Schools

Where Membership has been purchased for a group of schools, renewal and Membership administration will normally be managed through the nominated group coordinator, in discussion with the relevant Youth Sport Trust Development Manager or other named Youth Sport Trust contact.

The group coordinator is responsible for confirming the participating schools and notifying the Youth Sport Trust promptly of any changes. Unless otherwise agreed in writing, group Membership benefits may only be used by the schools listed within the confirmed group order.

Terms of Use

The Youth Sport Trust encourages all schools and organisations to make full use of their Membership. Our team will provide support and may send reminders about available Benefits. Please note:

- Membership Benefits will not normally be available until full payment has been received, unless the Youth Sport Trust agrees otherwise in writing.
- Benefits that have not been used by the Membership end date are non-refundable and cannot be transferred or carried forward into a future Membership Period, unless expressly agreed in writing.
- Access credentials and Membership resources must only be shared with authorised staff within the school or organisation covered by the Membership.
- Membership Benefits must not be resold, sublicensed or made available to organisations that are not included within the order.

Prices

The Youth Sport Trust reserves the right to change the price of Well School Community membership and other products. A price change will not affect a Membership Period that has already been purchased, but the new price may apply at renewal or to future purchases.

Payment

Payment can be made by invoice or by credit or debit card, where these payment methods are available.

Invoices are normally produced within approximately 72 hours of an online order and are payable within 30 days of the invoice date. Any physical resources purchased in addition to Membership will normally be dispatched within 28 days of receipt of payment, subject to availability.

If payment is not made within 30 days of the invoice date, the Youth Sport Trust reserves the right to suspend access and to claim interest on the overdue amount at 8% per annum above the Bank of England base rate, calculated daily from the due date until payment is received.

Please contact 01509 462991 or membership@youthsporttrust.org if you have any payment or Membership queries.

Communications

Please notify the Youth Sport Trust promptly if your contact information changes. You can contact your local Development Manager or email the Well School Community team at well-school@youthsporttrust.org.

Data Protection

The Youth Sport Trust is committed to keeping personal data safe and secure. Personal data will be processed in accordance with the Youth Sport Trust [Privacy Notice](#) and all applicable UK data protection legislation. You will be able to manage marketing preferences and opt out of marketing communications at any time. This does not apply to essential service communications directly connected with your Membership, orders or benefits

WELL SCHOOL COMMUNITY MEMBERSHIP BENEFITS

Unforeseen Circumstances

In unforeseen circumstances, some Benefits may need to be cancelled, changed or rescheduled by the Youth Sport Trust at short notice. The Youth Sport Trust will only do this where reasonably necessary and will work with you to minimise the impact.

Circumstances outside the Youth Sport Trust's reasonable control may cause unavoidable disruption or require alternative delivery of a Benefit. The Youth Sport Trust will use reasonable endeavours to provide the intended value of the relevant Membership or purchased item but cannot guarantee uninterrupted access or delivery in all circumstances.

Intellectual Property

'Intellectual property' includes all intellectual property rights, including patents, trademarks, service marks, trade or business names, goodwill, confidential information, database rights, design rights, copyright, inventions, know-how and similar rights.

All intellectual property rights in materials supplied in connection with Membership or any Benefit remain the property of the Youth Sport Trust or the relevant third-party owner. You must not reproduce, sell, hire, distribute or copy those materials in whole or in part, except for internal use within the school or organisation covered by the Membership and for the purposes of school development, without prior written consent from the Youth Sport Trust.

Conference Places and Time-limited Benefits

Where Membership includes a conference place, event place or another time-limited Benefit, the booking deadline and any specific conditions will be stated in the relevant Membership information, order confirmation or event communication. If the Benefit is not booked by the stated deadline, the Youth Sport Trust may reallocate the place or withdraw the Benefit without refund.

Availability of events and places cannot be guaranteed until a booking has been confirmed. Event-specific terms and conditions may also apply.

ADDITIONAL SESSIONS AND PURCHASES

Scope

This section applies to any session (a **'Session'**) purchased in addition to Membership, either by a single school or as part of a group. This includes face-to-face training, workshops, Athlete Mentor visits, keynote speakers, Development Manager support and consultancy visits.

Objectives

It is your responsibility to ensure that all delegates understand the Session objectives and any preparation requirements. For support, email membership@youthsporttrust.org or contact your local Youth Sport Trust Development Manager.

Bookings

The Youth Sport Trust team will support you with arranging the Session and identifying an appropriate tutor, Athlete Mentor, speaker or Development Manager. Unless otherwise agreed, a minimum of eight weeks is required between confirmation of the booking and the proposed Session date.

All local delivery costs, including venue and refreshments, must be met by the purchaser unless the order confirmation states otherwise. The Session content and named deliverer will be supplied or arranged by the Youth Sport Trust.

Athlete Mentor visits and other named-person delivery are subject to availability and are normally allocated on a first-come, first-served basis. The Youth Sport Trust cannot guarantee a particular individual.

Consultancy and Development Manager sessions will be arranged directly with the relevant Youth Sport Trust contact. Please provide several suitable dates when requesting a booking.

Cancellation and Rescheduling

Requests to cancel or reschedule a Session must be submitted to the Youth Sport Trust in writing by the school or organisation's lead contact. It is the purchaser's responsibility to ensure that the written request has been received.

A minimum of two weeks' notice is required to cancel or reschedule a Session. Where less than two weeks' notice is given, the Youth Sport Trust may charge reasonable costs already incurred, including fees payable to an Athlete Mentor or speaker.

The purchaser remains responsible for informing delegates and participating schools of any cancellation or rescheduling. The Youth Sport Trust will not be liable for losses, liabilities, costs, damages or expenses arising from a cancellation or rescheduling requested by the purchaser.

The course organiser must confirm delegate numbers at least two weeks before the Session. The Youth Sport Trust may postpone or cancel a Session if delegate numbers are not confirmed by this deadline.

A Session may normally be rescheduled once and must take place within the original Membership Period or within 12 months of the purchase date for a standalone purchase, unless otherwise agreed in writing.

If the Youth Sport Trust is unable to deliver a Session, it will use reasonable endeavours to rearrange it for a mutually convenient date. If the Session cannot be rearranged within a reasonable period, the Youth Sport Trust will refund the amount paid for that Session. This will be the Youth Sport Trust's maximum liability in relation to the undelivered Session, except where liability cannot legally be limited.

Delegate Numbers

Unless otherwise stated, the standard minimum number of delegates for a workshop or face-to-face training Session is 8 and the maximum is 25. More than 25 delegates may require an additional deliverer and additional charges. Venue capacity or other delivery restrictions may also apply.

Please contact your named Youth Sport Trust contact or email membership@youthsporttrust.org for further information.

Athlete Mentor Visits

The Youth Sport Trust Athlete Mentor team includes past and present athletes who have competed at an elite level in their sport. Many have experience of major events, including the Olympic, Paralympic and Commonwealth Games and World and European Championships. Athlete Mentors are deployed regionally and, although preferences may be considered, named athletes cannot be guaranteed.

AMENDMENT LOG

Version	Date	Change	Approval
8	September 2026	Updated for Well School Community and rolling 12-month membership.	Janette Massey