



LEICESTER CITY
IN THE COMMUNITY

Skills Centre FAQs

FBS
trade online

FAQs

Key Details

Q. When and where are the Skills Centres being held?

Leicester City in the Community run Skills Centres during the school term time. Please find out more information and book using this link www.lcfc.com/football.

Q. My child is a beginner, can she attend?

Yes, our sessions are open to anyone and suitable for all abilities.

Q. Are there any sessions for goalkeepers?

We do not run goalkeeper specific skills centre sessions. However, our sessions are suitable for anyone no matter their position and they will benefit from attending.

Q. What should I expect?

Benefits = Improve their playing ability, gain extra training, keep active, make new friends, build confidence and have fun whilst playing football.

We deliver to a syllabus with a new theme/topic for each block. Specifically, focusing on different aspects of football, such as shooting, dribbling and passing. Each block has its own certificate and prizes to collect with the aim for players to collect all of them by the end of the season!

Q. What should my child bring?

Appropriate warm clothing for your children to play football in case of bad weather (**jumper and gloves**). All participants must bring **shin pads, long football socks and any medication they require**. Please also bring a bottle of drinking water, but remove all jewellery (e.g. earrings) prior to their arrival.

All venues have an outdoor pitch and so please prepare accordingly, ensuring your child has appropriate footwear. For example, **Astroturf boots recommended** or football boots with moulded/plastic studs. No metal studs to be worn.

Q. Where do I register on the day?

Skill Centre registration will take place 5 minutes before the session starts. Please park in the car park at both drop off and pick up. Then make your way to the pitch to register and drop off your child.

Pick up will take place at the registration point, where we will complete the sign out process. Please note another group will be exiting at a similar time, so please bear with us, we will do our very best to ensure this runs as smoothly as possible. The youngest groups will be dismissed first.

Q. Are children put into age groups?

Each session advertised has an age group and so if you signed up to the 7-9 years old age group, your child will only be playing with children aged 7-9 years old.

Q. What do I do with my child's medications?

Please ensure you report the medication your child needs when you book. Then leave the medication in your child's bag and ensure it's easily accessible on the day. During registration we will check your child has the medication needed and if not, we will ask you to bring it back. Every coach is informed of their group's medical needs beforehand, but feel free to speak to them if needed.

Q. My child has a nut allergy, are foods with nuts allowed?

We do not allow Nuts at our football camps due to health and safety reasons.

Q. How can I ensure photos are not taken of my child?

The option to give image consent is provided when you book your child.

Q. Are mobile phones allowed at the Football Camps?

Children can bring their mobile phones in case of an emergency, but we do not allow them to be used due to safeguarding reasons.

Q. Are parents able to watch?

Due to safeguarding reasons, we encourage parents to return and watch the last hour of the camps (tournament and presentation). But parents can stay during the skill centre sessions.

Q. Do you have an indoor venue in case of bad weather?

Every venue has an indoor area in case of bad weather. But we will stay outdoors unless there is a health and safety concern due to extreme weather conditions.

Q. What happens if the Met Office issues a weather alert?

We will always inform parents before the session starts if we are unable to run due to extreme weather conditions. The health and safety of your child is the main priority and if this cannot be ensured the session will not take place.

Q. I'd like my child to play for a grassroots club, can you help?

Yes, as part of our offer we can also look to progress players outside of sessions in terms of helping find suitable grassroots clubs and provide pathways into those.

Please contact Luke.Miller@lcfc.co.uk for more information.

Q. Is there a pathway into the LCFC Academy?

Yes, we have an established pathway in place with LCFC Academy and LCFC Women. If our coaching team spots any talent that could progress into the Academy they will be referred and the Academy will be in touch.

Q. Can my child go home by themselves at the end of the day?

We advise you pick up your child due to health and safety reasons. If this is not possible, please let us know before the skill centre starts. If not, we will ring you to confirm the child can walk home alone.

Q. Do you have a code of conduct?

Yes, the code of conduct will be sent via email before the skill centre starts. All players must abide to the code of conduct and if not, they will receive a formal warning, given a timeout OR be removed.

Q. Who do I contact in case of an emergency?

Josh Derbyshire (Skill Centre Lead)

- Phone = 07519129708
- Email = Skills.Centres@lcfc.co.uk

Stuart Hitchon (Safeguarding and Risk Manager)

- Phone = 07714133747
- Email = Stuart.Hitchon@lcfc.co.uk

FAQs

Booking & cancellations

Q . How do I book my child onto your Skills Centres?

Please book by clicking this link ... www.lcfc.com/football

Q. How do I book multiple children at once?

Step 1 = Click this link ... www.lcfc.com/football

Step 2 = Fill out all the details on the first page.

Step 3 = Click the 'Add Another' and then the 'Add' button. After fill out the details for the second child.

Step 4 = Click 'Add Another' again and then the 'Confirm' button to proceed to the payment section.

Q. When do I receive key information, such as what does my child need to bring?

Please see the third page of the FAQ's. However, you will always receive an email before the skill centre starts detailing all the information you need to know.

Q. I can't remember the date I booked?

Please contact Skills.Centres@lcfc.co.uk to check the dates booked.

Q. Can I pay on the day?

All bookings must be made online and we do not accept walk ins or cash payment. Skill Centre bookings remain open unless fully booked.

Q. Do you accept childcare vouchers or discounts?

No

Q. I've experienced an error when booking, can you help?

Please ensure you contact Skill.Centres@lcfc.co.uk when you experience an error message or booking issue that you can't resolve using the help provided below.

Error Message



Category full error

- Contact Skills Centres to resolve

Booking two children at once

- Ensure you have entered the same address and billing information.
- Follow the 4 Steps above (see previous question 'Q').

Blank screen on the right-hand side

- Once you have filled in the details needed to proceed, click the 'Confirm' button. This will allow you to proceed and remove the blank part of the screen.

508 Error (Invalid data)

- Ensure you have no symbols entered within the address fields
- Ensure the billing information is entered correctly

Q. Do you have a refund policy?

Yes, you have 14 days from entering into a contract with LCitC online to change your mind and receive a full refund. If services have been provided within the 14 day "cooling off" period, the cost of those services will not be refunded. All refunds requested after the cooling off period are at LCitC's discretion and if accepted will incur a cancellation fee of £1-00 plus 2.5% of the sum which is the subject of the refund. This fee will be deducted from your payment and the balance will be refunded to you.



LEICESTER CITY IN THE COMMUNITY

LEICESTER CITY FOOTBALL CLUB,
KING POWER STADIUM | FILBERT WAY |
LE2 7FL

For more information, please contact
Skills.Centres@lcfc.co.uk

Website:	Lcfc.com/community
Twitter:	@LCFC_Community
Instagram:	Lcfc_community
Facebook:	LCFCCommunity
TikTok:	Lcfc_community

Registered charity in England and Wales (Number 1126529)