

FAQs (FREQUENTLY ASKED QUESTIONS)

These FAQs are applicable to Sports Active Online Services Private Limited (“**Company**”) and its Platform.

1) WHY DO I NEED TO LOGIN / REGISTER ON THE COMPANY’S PLATFORM?

Every User, whether he is an individual user looking to avail services from the service providers or a professional or a service provider will need to register on the Platform. Each user will be provided with a User Account and be given a unique ID and password for such User Account so that he can maintain his privacy and enable the Platform to reach out to the users with the latest offerings and updates as and when they are available, other than helping the Company to address each user individually . Each Service provider whether he / she is a professional / or an institution is telephonically or through mail contacted by our team of business development executives and details are collected for the purpose of tele verification. Details that are listed on our website are confirmed by the service provider so that you get 100% updated information at all times. To edit your personal information you can send a mail to info@info4kids.com. Your information with us will be protected as per our privacy policy.

2) HOW CAN I SHARE INFORMATION WITH FRIENDS, OR SOMETHING THAT I LIKE ON THE PLATFORM THAT MIGHT BE OF USE TO OTHERS?

You can share information that you like on the Platform, with others, through social networking sites like Facebook, Twitter, Email, Google+ , LinkedIn by logging in to your respective social media accounts and liking or sharing the page of the organization or the institution.

3) HOW WILL ONLINE SCHEDULING OF EVENTS HELP ME?

By looking at the schedule calendar you will be able to get information as per your location on the list of activities that are scheduled on a daily weekly or a monthly basis in your neighborhood or as per your area of interest and you will be able to pre-book your seat for the event. This will also enable you to keep a check for the events that you have booked for.

4) HOW CAN I EDIT MY PERSONAL INFORMATION ON THE PLATFORM?

To edit your personal information you can send a mail to info@info4kids.com.

5) HOW WILL MY PRIVACY ON THE PLATFORM BE PROTECTED?

Details with regards to your personal information and privacy have been set out in our [Privacy Policy here](#)

6) WHOM DO I REACH OUT TO INCASE I NEED HELP IN NAVIGATING THE WEBSITEPLATFORM?

For any help related to technical issues or information on the Platform you can call our helpdesk / Customer Support No: 7387465558 or mail us on info@info4kids.com..

7) WHAT IS THE COMPANY’S PLATFORM ALL ABOUT?

Info 4 Kids which is the Company website helps parents to register themselves for information on kids related activities and services. It is an online marketplace which brings the kids, parents, service providers, professionals on a common Platform. The WebsitePlatform Activesports4kids also provides detailed information on service providers providing all types of activities like Creative Arts , Performing Arts , Martial Arts , Indoor Sports , Outdoor Sports , Camps , Entertainment Zones , Fun places , Competitions , Educational Resources like coaching classes , tuition centers, Competitive Exam guidance centers , Jobs , Blogs on health and fitness , education , etc.

8) DO I NEED TO PAY FOR THE USE OF WEBSITEPLATFORM?

The Platform is free to use for Parents. Listing for service providers is free of cost, however additional facilities and services will be offered by the Company on a chargeable basis as per their requirements.

9) WHAT IS THE EXPECTED AGE GROUP OF KIDS FOR THIS PLATFORM?

The targeted users are parents of kids in the age group up to 15 years of age.

10) WHAT IS THE BENEFIT OF USING THIS PLATFORM FOR PARENTS AND KIDS?

Parents can havview, access detailed and specific information based on area of their kids area of interest , location , age sex etc. The website provides information on all services related to kids activities at a single point and parents would be able to make a comparative analysis to identify the most suitable services suiting their requirements thus saving valuable time and energy by accessing the Platform from any place be it home or office . Also online payment registration and feedback and reviews made available on the Platform makes it easier for parents to take an informed decision and register and make payments online. Parents can also pre-book their kids’ activities for holidays in advance like summer camps and winter camps.

11) HOW WILL PROVIDING MY FEEDBACK AND REVIEW BENEFIT ME?

By providing a feedback review on the services obtained through the service provider, you can share your experience with the rest of the parents and connect with them in case they would like to ask specific details on the service provider. If you are happy with the services a positive feedback will help other parents to avail the services and in case you are not satisfied with the services provided you can warn other parents to have a thorough check of the service provider before going ahead with enrolling their kids thus ensuring that the service provider uses the feedback to improve the services.

12) WHAT ARE THE PARAMETERS FOR RATING THE SERVICES PROVIDED BY THE SERVICE PROVIDER?

You can rate the service provider on various parameters of type of services provided, infrastructure available, staff behavior, Safety Standards , fees charged , location , additional facilities provided , communication with parents , etc.

13) CAN SERVICE PROVIDERS WHOM I WRITE A REVIEW ABOUT REACH OUT TO ME? WHAT IF I WRITE A NEGATIVE REVIEW?

When you write a review for any service provider, the service provider will be able to reply back to you on the same platform in case he has a clarification to offer.

In case the review was malicious or offensive he can write a complaint with regards to the review and ask for it to be removed and the Platform will deal with the same as per our policy on [reviews and feedback, provided here](#) . False, malicious, or obscene reviews, reviews written with an intent to hurt or damage the service providers business or reputation will not be published or will be removed. In case of malicious or inappropriate comments you can file a complaint to info@info4kids.com and we will take necessary action as per our policy.

14) WHAT ARE THE PARAMETERS FOR RATING THE SERVICE PROVIDER AND PARAMETERS TO BE CONSIDERED FOR A WRITING A GOOD REVIEW.

You can rate the service provider on various parameters of Type of services provided, infrastructure available, staff behavior, Safety Standards, fees charged, location, additional facilities provided, communication with parents, etc.

- Review should be non-biased and specific based on actual usage experience of services offered whether good or bad and not what others say or feel.
- Do not compare one service provider to another as the conditions may differ from one service provider to another offering similar services.

- Detailed points of the services provided by service provider should be taken into consideration when writing a review.
- Identify the strengths and weakness of the service provider when providing feedback or review.
- Appreciate the good points and suggest areas for improvements on the weaknesses.
- Suggest on what specific areas need improvement and how they can be overcome.

15) HOW IS THE RANKING AND ORDER OF REVIEW DECIDED?

Recent reviews are placed on top and older reviews are pushed to the back.

16) HOW IS INFORMATION COLLECTED AND LISTED?

We have a dedicated team which collects data directly from the service provider and it is listed after confirmation from the service provider to list his services. Hence, all the data is verified prior to listing. In case of any changes in the information that has been listed the service provider will update us with the changes and we will make necessary changes at our end. In case of any wrong information the users can update us and we shall get back to the service provider for further updates.

17) HOW DO I WRITE A BLOG?

For writing a Blog the user will have to register himself and go to the blog page where he can write a blog and update his photograph. You can also share your blogs through social networking sites like Facebook , twitter , LinkedIn , G+ , etc.

18) HOW DO I REGISTER MY BUSINESS? HOW CAN I EDIT MY INFORMATION?

For registering your business simply go to the page list your business and fill the form for institutional listing or professional listing with relevant details. It will be received at our helpdesk center and we will upload the details. Our call center executive will call you to discuss before uploading the details. A confirmation mail will be sent to you once the listing is completed.

19) CAN I USE MULTIPLE ACCOUNTS TO REGISTER MY BUSINESS?

No, every business will be given a distinct User Account with a login and password and it is your duty to ensure that you maintain it securely and to not disclose the same to any third party.

20) HOW DO I ARRIVE AT THE OVERALL STAR RATING OF MY BUSINESS?

Ratings are provided on the Platform by the users based on their feedback and review and is automatically made through a series of algorithms. For getting a good rating service providers understand that they need to obtain good reviews and feedback from the users.

21) HOW DO I CANCEL MY REGISTRATION OR MEMBERSHIP?

For delisting or cancelling your registration with the Company, you can simply drop a mail to info@info4kids to delist or cancel your registration.

22) HOW DOES THE DONATION/CHARITY PAGE WORK? WHO CAN CONTRIBUTE AND WHO DO THE FUNDS GO TO?

The Donations / Charity page has been created for NGOs related to kids who have registered on our Platform and are seeking funds. Anybody who is willing to donate can directly click on the online payment mode after going through their details and make payments towards such NGOs online. NGO's that are willing to register on our Platform should send us a mail and fill up the form, giving details of the NGO and their area of functioning after which they will be listed on the Platform.

23) HOW DOES THE ONLINE TICKETING SYSTEM WORK?

Registered Institutions who are planning to organize an event related to kids' activities or services can update the details in their schedule planning calendar and will be assisted in sending the mails to the targeted group of students/users. Tickets for the shows or events can be sold on the Platform by providing us with the details in the attached form.

24) WHAT IS THE JOB PORTAL? WHO ALL CAN APPLY AND WHAT ARE THE TYPE OF JOBS AVAILABLE?

Job Portal refers to a feature which provides details of all jobs related to institutions related to kids that have been posted by service providers. The categories include Education, Co-Curricular and Extra-curricular, Arts, Sports etc. Professionals looking for a job can apply by sending their resumes to the institutions who have put a listing on the requirement that has been posted on the Platform. There may also be listing for ancillary jobs required by institutions like support staff etc.

25) WHAT IS THE CORPORATE PARTNERSHIP PROGRAM? HOW DOES IT BENEFIT THE CORPORATES?

Corporates who are looking for programs to enrich the employee's lives to de-stress and indulge in a passion or art can avail a package where they will be able to avail services at discounted rates. A dedicated relationship manager will be assigned to help them reach out to service providers and to address their concerns. Corporates will be able to avail the benefit of Discount coupons and can subscribe to our monthly newsletter and receive updates of any new additions in their area of interest.