

Terms and Conditions for Watford FC CSE Trust Web Site Booked Activities – May 2022

These Terms and Conditions apply to bookings made via the Watford FC Community Sports and Education Trust (the 'Trust') website for Activities and Services provide by the Trust.

For Non-website bookings please refer to the individual Terms and Conditions for the relevant activity or service you want to book.

1. Bookings

- 1.1 Website bookings must be made following the process on the website.
- 1.2 You can book for any number of activities provided that the participants(s) you are booking for meet the minimum/maximum age requirements for the activity.
- 1.3 All bookings are accepted on a first come, first served basis.
- 1.4 Spaces on each activity are subject to availability and may be strictly limited to specific numbers.
- 1.5 Booking periods are set at the discretion of the Trust.
- 1.6 The Trust maintains the right to close a booking period at any time prior to the activity starting.

2. Payments

- 2.1 Payments must be made in GB pounds sterling, and by Debit or Credit Card.
- 2.2 Other forms of payment may be acceptable upon request.
- 2.3 We cannot accept payment by American Express.
- 2.4 We cannot accept payment by Child Vouchers as we are not Ofsted registered.
- 2.5 If payment in full has not been made prior to the activity taking place, the Trust reserves the right to refuse access to that activity.

3. Booking Confirmation

- 3.1 Bookings will be confirmed via email to the email address provided during the booking process – Please check your 'Junk' or 'Spam' folders in case the email has been delivered there.
- 3.2 You can also print a copy of the confirmation page on the website when the booking has been successfully completed.
- 3.3 Please print your confirmation email and bring a copy to the activity so that Trust staff can verify your/the participants attendance.

4. Cancellation by You and Refunds

- 4.1 Refunds will only be given in specific circumstances as described in these Terms and Conditions and at the discretion of the Trust.
- 4.2 If you wish to cancel an activity you should contact the Trust at community@watfordfc.com or on 01923 496000 at least 24 hours prior to its commencement, where possible. Depending on the activity, a cancellation fee may apply – see table below.

4.3 In the event of injury or illness, including Covid-19, that prevents the participant from attending the booked activity you must:

- Contact the Trust at community@watfordfc.com or on 01923 496000 prior to the start of the activity, and at least 24 hours before, if possible.
- Provide a medical certificate, if requested.

Failure to do so may result in the Trust refusing to offer an alternative booking or refund.

4.4 In the event of cancellation by you the Trust will first offer an alternative booking, if a similar and suitable activity is available.

4.5 In the event of cancellation by you the Trust may offer a refund for all or part of the activity, subject to the following cancellation fees:

Individual and One-Off Activities Including PDC Fixtures, PDC Trials and 1-2-1 Coaching

- Cancellation at least two weeks prior to the activity – full refund.
- Cancellation less than two weeks prior to the activity – no refund.

Block Activities including PDC Training, After School Football and Holiday Clubs

- Cancellation of one session in a block – no refund at any time.
- Cancellation of part of a block after the sessions have started – refund to be assessed by the Trust at the time of cancellation.
- Cancellation of an entire block at least two weeks prior to the activity - full refund.
- Cancellation of an entire block less than two weeks prior to the activity – a penalty of the cost of two sessions will be applied.

Matchday Packages

Subject to items 4.1, 4.2 and 4.3 above, cancellation of an individual from a group or the cancellation of an entire group booking of Matchday Package tickets, penalties for cancellation will be assessed as follows:

- Cancellation of one participant from a group booking at least three weeks prior to the match – 50% refund.
- Cancellation of an entire group booking at least three weeks prior to the match – 50% refund.
- Any cancellation less than three weeks prior to the match – no refund.

5. Cancellation by Us

5.1 The Trust maintains the right to cancel an activity at any time.

5.2 Wherever possible we will endeavour to give 48 hours' notice of a cancellation.

5.3 A full refund or the offer of an alternative booking may be given by the Trust.

5.4 Matchday Packages

- For safeguarding and Health and Safety reasons the Trust is only able to offer Matchday Packages at weekends.
- If a Matchday Package activity (pre fixture) is postponed due to unforeseen circumstances (e.g., inclement weather) the Trust will honour the match tickets for the associated fixture, should it go ahead.

- If a Matchday Package activity (pre fixture) is postponed due to unforeseen circumstances (e.g., inclement weather) the Trust will not be able to be reschedule the Matchday Package activity. No reimbursement (partial or full) can be made for the loss of the Matchday Package activity in these circumstances.
- If both the Matchday Package and associated fixture are postponed due to unforeseen circumstances (e.g., inclement weather) the Trust will make a full refund of the cost of the Matchday Package.
- Due to the high demand for Matchday Packages during a season, the Trust is unable to offer an alternative Matchday Package for another fixture in the event of a Matchday package being curtailed or postponed for unseen circumstances.
- In the event that a fixture is re-arranged from a weekend to a weeknight for TV or cup commitments, a full refund of the cost of the Matchday Package will be given, should an acceptable alternative fixture not be available.

5.5 Player Development Centre and other block bookings

- If a session within a block booking is cancelled, every effort will be made to run that session at a later date.
- This is dependent on the availability of the venue and other operational factors and cannot be guaranteed.
- A credit for the next block booking or a full refund will be considered at the discretion of the Trust.

6. Appropriate Equipment

6.1 The Trust is unable to provide equipment and refreshments for all our activities.

6.2 Please check the particulars of the specific activity that you book for the appropriate equipment.

6.3 In general, it is the responsibility of the customer/participant to ensure that participants attend activities with the appropriate equipment (including footwear and shin pads for football activities), appropriate clothing taking account of weather conditions and any food and drink they require.

6.4 Please note that Trust staff are not permitted to supply or apply sun cream to young persons or vulnerable adults. Please be sure to apply sun cream before arriving at activities on sunny days.

7. Media Consent

7.1 As part of the website booking process Customers and participants will be asked to consent to having photographs and videos taken at Trust activities.

7.2 The Trust may have cameras at various activities to take photographs and/or video footage which may be published in Trust promotional material, other publications, and on social media platforms.

7.3 Every effort is made to get the consent of customers and participants before photos and videos are published/released.

7.4 If consent is denied or we receive a request to remove an image of a customer or participant, then we will make every effort to remove the image.

7.5 It is the responsibility of the customer/participant to inform the Trust during the booking process if consent is not given.

7.6 The Trust cannot be held responsible if notification is not given when the booking is made.

7.7 Some images may be shared with Watford Football Club for the purposes of promotional material and for use in publications and on social media platforms. However, the Trust will not forward any images to third parties, including Watford Football Club without the prior consent and knowledge of the individual.