

Terms and Conditions for Watford FC CSE Trust events

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 Booking periods are set at the discretion of the Trust.
- 1.5 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 We do not issue refunds.
- 4.2 If you wish to cancel an activity you should contact the Trust at community@watfordfc.com or on 01923 496000 at least 48 hours prior to its commencement, where possible.
- 4.3 In the event of cancellation by you the Trust will first offer an alternative booking, if a similar and suitable activity is available.

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.

6. Appropriate Equipment

- 6.1 Please check the particulars of the specific activity that you book for the appropriate equipment and or refreshments.
- 6.2 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.
- 6.3 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.
- 6.4 Any participant's medical or dietary needs must be included in the participant's details in your online account. Customers are strongly advised to make sure that any needs are correctly completed. It is the customer's responsibility to provide this information.

7. Media Consent

- 7.1 As part of the booking, you agree to media consent unless you tell us otherwise.
- 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.

8. Event

- 8.1 Watford FC CSE Trust is a registered charity with charity registration number 1102239. Watford FC CSE Trust is holding a sleepout event, called Dreams United: Stadium Sleep Out, on Friday 1st March to Saturday 2nd March (the "Event") and these terms and conditions apply to it.
- 8.2 By registering for the Event, you (a participant in the Event) are deemed to accept these terms and conditions in full.
- 8.3 Each participant will spend the night sleeping outdoors in the rookery stands (designated part of the stadium) and/or in the rookery concourse within Vicarage Road Stadium (the "Venue").
- 8.4 The Event is scheduled to take place from 19.00 on Saturday 1st March 2024 until 7.00am on Saturday 2nd March 2024 (the "Event Date").
- 8.5 Each participant must be 18 years of age or over on the Event Date in order to participate in the Event. Participants aged 18 and below must be accompanied by a responsible adult aged 18 years or over.

8.6 You must arrive at the Venue on the Event Date in good time in advance of the start time (unless otherwise notified in writing by Watford FC CSE Trust).

8.7 At the Event, regardless of the weather conditions, you will be sleeping outside or in the concourse. We recommend that you bring appropriate equipment and wear suitable clothing and footwear. There are a few essential items that you must bring, such as (i) sleeping bag; (ii) warm, layered clothing including an outdoor coat; (iii) photo identification; (iv) foam ground mat; and (v) any essential medication you will need while you are at the Event.

8.8 Liquids are NOT permitted this includes alcohol (this is an alcohol-free event - please don't bring any onsite). Access to refreshments will be provided.

8.9 You must not register for the Event if you are suffering from any medical condition or disability that might make it unsafe for you to participate. If you are in any doubt as to your ability to participate in the Event, we recommend that you seek medical advice from your doctor (or other healthcare professional) before registering.

8.10 If you begin to suffer from any pain, discomfort, fatigue or any other symptoms during the Event, you must immediately notify an authorised representative of Watford FC CSE Trust.

8.11 You must comply with all reasonable instructions provided to you at the Event by Watford FC CSE Trust or its authorised representatives.

8.12 Watford FC CSE Trust may, at its sole discretion (acting reasonably), cancel or postpone the Event. If the Event is cancelled (and not rescheduled) or postponed Watford FC CSE Trust will advise you as soon as it is reasonably possible to do so in the circumstances and will, on receipt of your written request, refund your registration fee.

8.13 In particular, Watford FC CSE Trust reserves the right to refuse your entry to the Event, or to remove you from the Event, for any reason including but not limited to if you are under the influence of alcohol and/or drugs and/or if it considers that your behaviour is (or will) threatening the health, safety or enjoyment of (or otherwise causing a nuisance to) the other participants in the Event.

8.14 Please note that alcohol and drugs (with the exception of prescription medication), smoking (including e-cigarettes and vapes) are strictly forbidden at the Event and any participant contravening this will be asked to leave the Event immediately. Bag searches will take place on entry to the event and no liquids must be taken on site.

8.15 Participants will be unable to leave the Event for any reason once admitted (this includes but is not limited to you will be unable to leave to smoke). If a participant leaves the Event they will not be readmitted.

8.16 Nothing in these terms and conditions shall limit or exclude the liability of Watford FC CSE Trust and the Club for: a. death or personal injury caused by its own negligence or the negligence of its directors, officers, employees, agents and trustees (as applicable); b. fraud or fraudulent misrepresentation; or c. any matter in respect of which it would be unlawful to exclude or restrict liability.

8.17 Subject to clauses 10 and 14 above, neither Watford FC or Watford FC CSE Trust, their respective directors, officers, employees, agents and trustees shall under no circumstances whatsoever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss, damage, expense or costs arising (directly or indirectly) from your

participation in the Event. Furthermore, neither WFC and/or WFC Trust shall be liable to you in respect of any losses arising out of any event or events beyond its reasonable control.

8.18 You agree to hold harmless and indemnify WFC and/or WFC Trust from any and all liability for any personal injury to any third party or for any property damage caused by your negligence arising (directly or indirectly) from your participation in the Event.

9. Data Protection

9.1 The information you provide on the registration form (including any sensitive personal data) shall be processed for the following purposes: ▪ to make arrangements in connection with the Event (and future WFC Trust events), including but not limited to, booking and payment arrangements; and ▪ to ensure the safety and security of all participants at the Event. You can find a copy of our Data Protection [here](#).

10. Safeguarding

10.1 Watford FC's Community Sports & Education Trust is committed to safeguarding and promoting the welfare of all children, young people and adults at risk. We believe that involvement in Trust activities must never leave participants open to any form of abuse. We have comprehensive safeguarding policies and procedures in place which meet the requirements of the football bodies and statutory authorities. By adhering to our policies, procedures and recommended standards we enable children, young people and vulnerable adults to participate in Trust activities in a welcoming, safe, fun and inclusive environment. More information on our safeguarding policies can be found [here](#).