

Terms & Conditions – Mansfield Town Community Trust



In these terms and conditions, a reference to 'you' or 'your' means a reference to the person applying to book a course and a reference to 'participant' means the person for whom a place on a course is booked. A reference to 'we', 'us' or 'our' is a reference to Football Community Trust clubs and activities.

This page, together with the documents referred to in it, tell you the terms and conditions on which we provide Holiday Clubs and other activities. Please read these terms and conditions carefully and make sure you understand them before applying to book a place on an activity. By applying to book a place on an activity, you agree to these terms and conditions.

Bookings

After you apply to book a place on the Holiday Club through the website BookWhen, you will automatically receive an e-confirmation on the site and via e-mail, which is an acknowledgement that we have received your booking (please check for this in your junk mailbox). This does not mean however you're guaranteed a place. Your booking is not secure until an online payment is made via an invoice. **If an invoice is not paid 48 hours before the course date, the Community Trust has the right to void your place and offer it out again. A contract between us is formed as soon as this payment is paid.** All applications are subject to acceptance by us. Our website sets out further details on any specific requirements we might have for each course and acceptance is subject to compliance with those specific requirements. ***This is for Holiday Clubs only.***

Premier League Kicks is a free activity but must be booked through the BookWhen website. Any participant who has not been booked on, must do so to attend the activity. It is a requirement to collect the appropriate data which will then be shared with the Premier League to attend this activity. Participants will lose their place after 15 minutes of the start time of the activity. If the activity is fully booked, the intended participant will have to wait at least 15 minutes to see if there are any cancellations before being booked onto the activity.

All bookings for parties and mascots are made through the appropriate emails which are stated on the website. Your place is guaranteed once a deposit has been made via SumUp invoice or by paying cash in person.

When booking for a Holiday Club, please allow up to 7 days for invoices to be sent via SumUp as these are sent manually online. If there are spaces available and you have booked the night before with no invoice sent, payment can be made on the day if an invoice has not been sent out.

By applying to book a place on a club you confirm that: (a) you are legally capable of entering binding contracts; (b) your application is in a private capacity for an individual/or sibling participant/s with whom you have a personal relationship and you are not applying for places on courses which you intend to resell in the course of a trade or business.

The price of activities and any additional fees we charge (but not any fees charged by third parties which you may incur in attending activities) will be as stated on our website, unless there is an obvious error. These prices and additional fees may change at any time, but any change will not affect any application for which you have already received a booking confirmation e-mail. You are responsible for arranging for the participant's travel to and from the course / activity venue.

There is no VAT on all bookings.

All registrations must be with a view to providing full payment of the appropriate course / activity fee.

Cancellation and refunds

We will not be offering refunds on cancellations on any Holiday Club or activity. However, vouchers may be issued as a refund with discretion and personal circumstance. For the avoidance of doubt, no refund is permitted for participant's failure to attend the Holiday Club or other activities without prior notice.

Please note that a booking can be transferred to another eligible person without charge, provided sufficient notification is given 1 week before the course starting date.

All activities are subject to change according to weather, venue availability, a satisfactory number of participants and other factors beyond our control. As such, we may cancel or change any activity, should this be necessary for these reasons. If we do have to cancel an activity, we will offer an alternative course (if available and suitable) or voucher if it's the Holiday Club in question.

A minimum £10 non-refundable deposit is required for Birthday parties. Full payment is expected to be made no later than 14 days before the date of the party. Failure to do so may result in your party being cancelled.

A full payment of £110 is to be made on booking of the Mascot package, which includes a £10 non-refundable deposit. Where applicable and availability, a mascot package can be moved to another game day within 14 days of the original gameday. Cancellations can be made no later than 14 days before the chosen game.

Local club staff & scouting links

MTFC Academy staff/scouts may visit our activities from time to time to assess players ability.

Removal of participants from activities

Participants on activities must comply with the regulations, all rules and regulations that apply at any location where courses are provided, and all instructions of course leaders and other staff at any location where courses are provided.

We treat as a priority the safety and wellbeing of all participants attending our activities. We therefore reserve the right to remove participants from our courses, without refund. A participant will be removed if found bullying, behaving in a way that may be a danger to others, or who is generally disruptive.

If a participant is removed from an activity, it is your responsibility to organise their travel arrangements home.

We have imposed a 2 yellow, 1 red card system on all activities. A yellow card may be issued for late collection or behaviour issues as mentioned above. A straight red card could also be issued.

After 2 yellow cards have been enforced, this will turn into a red card on a third offence and the participant will be refused entry to that particular activity, with no refund if applicable, and will be refused entry on all other activities until further notice.