

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.

Refund & Cancellation Policy

1. General Payment Terms

All bookings are payable in full at the time of booking via Bookwhen. No bookings will be secured without full payment.

Certain services include an embedded non-refundable £50 deposit within the total booking fee. This deposit element is retained in all cancellation circumstances where applicable and is not refundable under any condition except where explicitly stated in this policy.

By completing a booking, the customer agrees to these terms.

2. Booking Transfers (All Activities)

Transfers to an alternative date are permitted where at least 7 days' written notice is provided prior to the scheduled activity or event date.

Where less than 7 days' notice is provided:

The booking will not be eligible for transfer, refund, or credit
A new booking will be required at full cost

For Birthday Parties, Mascots, and Flag Bearing bookings, the £50 non-refundable deposit element remains applicable to all transfers and cancellations.

3. Holiday Camps

All Holiday Camp bookings are non-refundable.

Refunds will not be issued for:

Non-attendance without prior notice
Partial attendance
Change of mind following booking

Transfers may be permitted in accordance with Section 2 (Booking Transfers).

We reserve the right to amend, postpone, or cancel any Holiday Camp due to circumstances including (but not limited to):

Weather conditions
Venue availability
Minimum participant numbers
Events beyond our reasonable control

Where a Holiday Camp is cancelled by us, customers will be offered:

An alternative course or session (subject to availability), or
A credit voucher to the value paid
A full refund

4. Birthday Parties

All Birthday Party bookings are paid in full at the time of booking and include a £50 non-refundable deposit within the total fee.

Cancellations are permitted with a minimum of 14 days' notice prior to the party date.

Where cancellation is made:

More than 14 days before the event: any amount paid above the £50 non-refundable deposit may be refunded or issued as a credit at management discretion
Within 14 days of the event: no refund will be issued

Failure to attend the event or provide correct booking details will result in no refund.

We reserve the right to cancel or reschedule events due to unforeseen circumstances. In such cases, an alternative date or credit voucher will be offered. Where no suitable alternative arrangement can be made, Mansfield Town Community Trust will provide a full refund of all monies paid subject to the situation. If the Platinum Package has been purchased and the inflatables are unavailable or unusable due to circumstances beyond our control, a £50 partial refund will be issued.

5. Mascots

All Mascot bookings are payable in full at the time of booking and include a £50 non-refundable deposit within the total fee.

Cancellation terms:

More than 14 days' notice: refund may be issued less the £50 non-refundable deposit

Within 14 days' notice: no refund will be issued

Failure to provide access at the agreed time or non-attendance is non-refundable.

If we are unable to fulfil a booking due to circumstances within our control, an alternative date, equivalent service, or credit voucher will be offered.

6. Flag Bearing Experiences

All Flag Bearing bookings are payable in full at the time of booking and include a £50 non-refundable deposit within the total fee.

Cancellation terms:

More than 14 days' notice: refund may be issued less the £50 non-refundable deposit

Within 14 days' notice: no refund will be issued

Transfers are permitted in accordance with Section 2 (Booking Transfers).

Where an event is cancelled or rescheduled by organisers, a transfer to a new date (where available) or credit voucher will be offered. Where no suitable alternative arrangement can be made, Mansfield Town Community Trust will provide a full refund of all monies paid subject to the situation.

7. Saturday Morning Club

The following cancellation terms apply:

More than 10 working days before course start date: full refund

Less than 2 working days before course start date: no refund

If a participant has not arrived within 15 minutes of the session start time and we have not been notified of their lateness, we reserve the right to mark the participant as absent and release their place. In this case, no refund or credit will be issued.

Working days exclude weekends and public holidays.

8. Vouchers & Credits

All vouchers and credits issued:

Are non-refundable
Are non-transferable unless expressly authorised
Must be used within their stated validity period (if applicable)

9. General Conditions

Refunds, credits, and exceptions are issued at the sole discretion of management unless otherwise stated

This policy applies to all bookings made via Bookwhen.com

By completing a booking, the customer confirms acceptance of these terms

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.