

Children's Parties Terms and Conditions

1. Party Obligations

- 1.1. It is the responsibility of the Party Booker and guests to ensure they arrive 15 minutes before the commencement of the party at the date and time stated on the booking confirmation. This is to ensure there is sufficient time to allow for registration and coach briefings. PlayFootball reserves the right to refuse admission for any late arrival and PlayFootball shall not be obliged to offer any refund, rebooking or compensation in such circumstances.
- 1.2. We ask the Party Booker to stay on site at all times and are responsible for the behaviour of all guests. Any behaviour deemed by PlayFootball to be unacceptable will be explained to the Party Booker and may necessitate the party to end prematurely.
- 1.3. Guests must be dressed appropriately and, for safety reasons, PlayFootball reserves the right to refuse participation in the party for any guests who is not appropriately dressed.
- 1.4. PlayFootball shall use its reasonable endeavours to ensure that the party booked by the Party Booker commences at the time booked. Time for delivery shall not be of the essence of the Agreement and PlayFootball shall not be liable for any loss, costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of the Services.
- 1.5. PlayFootball shall not be liable for any refund or compensation of any kind in the event that any guest is not permitted to, or decides not to, undertake or complete the party.
- 1.6. Additional guests are subject to availability at the time of the request and may mean PlayFootball cannot action your request.

2. Party Food and Area

- 2.1. A party area shall be reserved for a thirty (30) minute slot after the chosen party time. The area must be vacated promptly after this time to set up for the next party.
- 2.2. Birthday cake, candles and eating cutlery will not be supplied as part of the package, however PlayFootball will supply a knife to cut any cake supplied by the Customer. Any decorations the Party Booker wishes to supply for the party is subject to the approval of PlayFootball's duty manager at the time. PlayFootball shall not under any circumstance allow decorations to be stuck to the walls.
- 2.3. Two (2) slices of pizza per child shall be included for every party booking. Extra pizzas can be added to the Party Bookers's order at time of booking for an additional charge. If the party requires additional pizzas after a booking is made, please notify PlayFootball as soon as possible. All food orders must be made via PlayFootball and exclude any food suppliers offers. The pizza is a choice of cheese & tomato or pepperoni. Each pizza is a standard size of 10 inches with 10 pre-cut slices).
- 2.4. Should any of the party guests have any dietary requirements PlayFootball must be notified inadvance and we will endeavour to find a solution with our nominated food supplier.

3. Cancellations

- 3.1. A non-refundable deposit is required to secure the date for the party.
- 3.2. If you fail to pay any amount due under this agreement, for a period of more than 30 days, then we may pass the debt to a third party company for collection. All costs incurred in employing a third party company will be borne by you.

4. Client Cancellation

- 4.1. PlayFootball Ltd requires written notice from the client to cancel the party.
- 4.2. The deposit is non-refundable.

5. PlayFootball Cancellation

- 5.1. PlayFootball Ltd reserves the right to cancel the party for any of the following reasons:
 - Guests do not adhere to the acceptable use policy.
 - Payment not received by PlayFootball prior to the party start time.
- 5.2. In the event of PlayFootball cancelling the event for any reason other than those highlighted above, all monies paid would be returned or an alternative date offered.
- 5.3. Force Majeure – in the event of a war, flood or any other event outside the control of PlayFootball, PlayFootball shall not be held liable and will return all monies to the Party Booker should the event not take place.

6. Behaviour

- 6.1. Guests remain the responsibility of the Party Booker at all times whilst on the premises and centre grounds. Playfootball Ltd ask all Party Bookers to ensure their guests arrive and depart quietly and peacefully ensuring no disturbance to local residents.
- 6.2. PlayFootball Ltd reserves the right to stop the party at any time due to inappropriate behaviour
- 6.3. PlayFootball Ltd will not be responsible for the death of or injury / illness to any person attending the party except where PlayFootball are deemed to be negligible.
- 6.4. PlayFootball will not under any circumstances accept or be liable in respect of any damage to or loss of any goods articles or property of any kind brought into or left at the venue.
- 6.5. The Centre Manager's decision on any of the above is final.

7. Damage to the premises

- 7.1. The Party Booker shall become liable if as a result of the actions of the Party Booker or its guest's property belonging to PlayFootball Ltd becomes damaged, lost or stolen.

8. Limitation of liability

- 8.1. We will compensate you for any loss or damage you may suffer if we fail to carry out our obligations under this Agreement or to a reasonable standard or breach any duties imposed on us by law (including if we cause the death or personal injury to you by our negligence) unless the loss or damage is attributable to: a. your own fault; or b. a third party unconnected with our provision of services under this

Agreement; or c. events which neither we nor our suppliers could have foreseen or forestalled even if we had taken all reasonable care.

- 8.2. Our liability to compensate you for any loss or damage (in the case of loss or damage other than death or personal injury) is limited to a reasonable amount having regard to such factors as whether the damage was due to a negligent act or omission by us.

9. General Terms

- 9.1. You agree to comply with the rules of the Centre which are displayed prominently in the Centre and relate to opening hours, use of the facilities and your conduct. We may make any reasonable changes to these rules at any time provided we give you advance notice of the changes by displaying them on a Centre notice board. If we make a significant permanent change to the operating hours or facilities available, you may cancel your Agreement with effect from the date of change. You must give notice of cancellation within one month of publication of the change.
- 9.2. We may assign the benefit of this Agreement and our right there under to a third party on notice to you.
- 9.3. You agree to advise us immediately of any changes to the agreement overleaf.
- 9.4. This Agreement is governed by English Law.
- 9.5. In the event that a single term, condition or rule of the Centre or of this Agreement is found to be un-enforceable, all other terms, conditions and rules shall remain unaffected.

10. Damage to the premises

- 10.1. The client shall become liable if as a result of the actions of the client or its guest's property belonging to PlayFootball Ltd becomes damaged, lost or stolen.
PlayFootball Ltd reserve the right to amend these terms and conditions at any time by giving 14 days' notice and public display of the new terms and conditions within the centre.

Important – Use of your information

We may use your personal data to contact you regarding matters pertaining to this Agreement and your involvement with the Centre. We may also use CCTV to monitor our premises for security purposes. In the event that we refer a debt on your Agreement to a third-party company for collection under clause 2.2. above, we will pass your details to that company and provide a copy of any documentation you have completed, if requested to do so. The third-party company may search your records at credit reference agencies. They will add to their record details of any such search and this will be seen by other organisations that make searches. This and other information about you and those with whom you are linked financially may be used to make credit decisions about you and other members of your household.

These records will be shared by other organisations and used by them to:

- Verify your identity if you and/or other members of your household apply for other facilities including insurance applications and claims.
- Make credit decisions about you and other members of your household.

PLAYFOOTBALL.

- Trace debtors, recover debts, prevent money laundering and fraud and to manage your accounts.

In the event that we have to resort to instructing a third-party company to contact you, you have a legal right to have details of any credit reference agency that company may have referred to. You may request that company to supply such details.