



## Terms and Conditions

**BattleSports Glos is a trading name of Battlesports Ltd which is registered in England No.8183988**

**BattleSports Glos is referred to as “The Company” within these terms and conditions.**

### **Booking Process**

Bookings can be made by telephone or by contact through our website. The bookings department can also be contacted by email to: [info@battlesportsglos.com](mailto:info@battlesportsglos.com)

- To book a specific time on a specific date we require an agreed deposit. This deposit prevents others from booking this event at the same time and is therefore non-refundable at the point the deposit is paid and the booking is confirmed.
- Outstanding balances must be paid 1 week prior to the event.
- Once payments are received any refund is made in accordance to the cancellation charges stated below. In the event that members of the group are a 'no-show' on the date booked, the cost of the activity purchased for those player(s) is non-refundable.

### **Age Restrictions**

The minimum age for events at The Company site is 7 years old. When placing your booking you are advised of this age restriction. For players aged 18 years or under we must be in receipt of signed parental consent before they can take part. This is provided to every customer before an event starts.

### **Cancellation Charges**

Once your booking is processed the terms of cancellation are as follows:

- Once a booking is processed – loss of deposit
- 22 days or more prior to the event – Full refund of monies paid less the deposit.
- 21 days or less prior to the event – No refund.

Our accepted date of cancellation is the date that your written cancellation is acknowledged in writing by The Company.

Stated cancellation times include weekends and bank holidays Under circumstances out of our control, including but not limited to; extreme weather or other natural damages to sites, unexpected group cancellations, or other events which may create unacceptable risk to health and safety or the inability to run an acceptable standard of game, we reserve the right to cancel your booking or offer an alternative date or site for your booking. Under such circumstances our liability is limited to a full refund of all monies paid. We do not accept liability for any additional or associated costs that may be incurred as a result of the cancellation or necessary change.

### **Exclusion from Venue**

The Company has the right, at all times, to refuse participants access to the booked activity at any stage of the booking and remove them from their venue if in their opinion the participants are under the permitted age; are unfit to take part in the activity because of physical or mental impairment; be under the influence of alcohol or drugs; have arrived too late to take part in the pre-activity briefing; consider them to be a danger to themselves, other participants or members of staff ; or are displaying aggressive and abusive behaviour (verbal or physical). If any of these occurrences apply, the booking will have been deemed to have been cancelled and full cancellation charges will apply.

Should any participant damage the property of the venue or verbally or physically injure a member of the staff or other participants, they will be dealt with by the company management accordingly and may face prosecution.

## **Personal Safety**

Whilst all our activities are as safe as they can be, safety instructions must be followed at all times as well as any instructions from the instructors or marshals on the day. You are advised not to attempt to go beyond your capabilities or engage in risky or daring behaviour. All physical activities by definition involve an element of risk so it is a given that you undertake the activity with the full understanding of this and accept responsibility for your own safety and the risks involved in taking part. The Company carries public liability insurance. You must be suitably dressed for the prevailing weather on the day of your session. We suggest you leave valuables at home as we will not accept liability for their loss or damage during your session.

## **Late Start**

Due to the nature of our activities, unforeseen circumstances can delay the start of an event. In all cases the venue will endeavour to minimise your inconvenience and will offer you a later start time or, in some cases, an alternative date. Should you choose not to accept the alternative time offered to you and do not take part in the activity, either on the same date or the alternative date no other recompense will be offered from The Company.

All bookings will be subject to these same conditions without exception. All customers will have deemed to have made themselves aware of these Terms & Conditions and will have accepted them as part of their booking with The Company. No verbal or other communication overrides these terms and conditions in any respect whatsoever.

## **Severability**

All of the provisions, clauses and paragraphs in these Terms and Conditions should be read and construed independently of each other. If any provision, clause or paragraph in these Terms of Business is held to be invalid or unenforceable such provision, clause or paragraph will be struck out and the remaining provisions, clauses and paragraphs will remain in force.

## **Statutory Rights**

Your statutory rights are not affected.

## **Jurisdiction**

These Terms and Conditions are governed by English law and you agree to submit to the exclusive jurisdiction of the English courts.

## **Force Majeure**

The Company will not be liable for any delay or failure to carry out any of its rights, duties and responsibilities under these Terms and Conditions if the delay or failure is caused by circumstances outside of the control of The Company, including, but not limited to acts of god, war, civil disorder or industrial dispute.

## **Waiver**

Failure by The Company to enforce any of its rights under these Terms of Business is not to be regarded as a waiver of those rights unless the waiver is confirmed in writing. If The Company decides to waive any of its rights under these Terms of Business, this will not inhibit The Company from enforcing those rights at any or all times

## **Personal Data and GDPR Compliance**

In compliance with the EU's General Data Protection Regulation (May 2018), The company will process the necessary personal data of delegates for the purpose of providing the services outlined in this proposal and for the duration of the programme. This data will remain strictly confidential.

**We hope you enjoy your experience with us!**