

## Terms & Conditions

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8. Any discounts for Powerleague products and services communicated in promotional literature can be removed or amended at any given time depending on availability.

9. We offer a 48-hour notice period on all football pitch bookings for cancellations. If cancellation falls outside the 48-hour notice period, then full pitch price will be applied. All refunds are processed as quickly as possible however, please allow up to 5-7 working days. The same terms apply for any bookings made for Kids Holiday Camps.

10. We offer a full refund on Kids Parties up until 14 days of the booking. Subject to availability, you may instead choose to rearrange your booking to a new date within 3-months of your original booking.

If you cancel the party within 14 days of the date of the party, you will be charged 100% of the cost of the booking minus any deposit already paid. Please allow up to 5-7 working days for refunds to be processed. At PWL's discretion, and subject to availability – we will try to help you rearrange your booking dependent on the reasons for the cancellation.

11. Block Pitch Bookings: Only one booking out of each block of 10 Block Booked pitches can be re-arranged. This booking must be added to the end of the previously booked block. Block Pitch Bookings: We can only accept a re-arrangement requested 7 days

in advance for block bookings.

12. Functions: We can only accept cancellations which are provided 2 months in advance of the event date.

13. Management Discretion will be applied to all bookings at all times.

14. Transfer Market postings are not reviewed by Powerleague, nor are we involved in any subsequent or ongoing communication between Transfer Market users. We do not guarantee the accuracy of Transfer Market postings (inclusive of the copy and/or imagery posted), nor do we accept liability for the content of, or agreement reached within, any subsequent or ongoing communication between Transfer Market users.

#### Privacy Notice:

Using your personal images: by playing on a pitch with camera recording technology you consent

to your personal image being recorded. In pressing the download button on the pitch, the last 30 seconds of recorded footage, which may include your personal image, will be downloaded, and made available to all members of the fixture or booking. These downloaded images will be shared

by e-mail with players in the fixture or booking that register to receive copy of the images. In pressing the download button on the pitch, the downloaded images will also be supplied to Powerleague Fives Ltd. Images which you supply to Powerleague Fives Ltd may be used in a number of ways, for example:

- Marketing promotions on internet
- Marketing promotions on social media platforms

If you need any further information, please write to us at: Powerleague Fives Ltd, 172 Tottenham Court Rd, Bloomsbury, London W1T 7NS

#### Powerleague Padel Terms and Conditions:

1. We offer a 12 hour notice period on padel court bookings for cancellations. If the cancellation falls inside the 12-hour notice period, then the full cost of the booking will be applied by Playtomic, the 3<sup>rd</sup> party application used for padel bookings.
2. If you have booked an open match then the cancellation policy is 24 hours. If the cancellation falls inside the 24-hour period then the full cost of the booking will be applied.

## 2. Padel Court Bookings and Fees: Court Bookings & Fees

- a. All court and activity bookings are all made via our 3rd party application Playtomic. The Playtomic legal conditions include rules on how and when you can book, and information we need from you to allow you to book.
- b. We may change our booking terms and conditions from time to time.
- c. You must pay for your court and activities booking by the Playtomic app.
- d. For the full legal conditions of Playtomic usage, please read <https://playtomic.io/legal-conditions>.

## 3. Padel Group Bookings: Socials, Tournaments & Group Lessons

Payment must be made upon registration through Playtomic to reserve a space. The cancellation policy for group sessions is 12 hours. If a cancellation is made within 12 hours of the booking, the booking will be charged in full.

Once the maximum number of attendees is reached, a waiting list will be created and customers will be contacted if places become available. If a lesson or social session is undersubscribed, management reserves the right to cancel the session.

We aim to run all group sessions irrespective of the weather. Play will continue in inclement weather at the centres discretion. However, if sessions are cancelled due to exceptional weather then customers will receive a credit for that lesson

## 4. Padel Memberships:

By accepting these terms and conditions you legally warrant that you can enter into a binding contract. Your membership is continuous and will automatically renew on your renewal date for the agreed reoccurring term unless you cancel your membership in the Playtomic app. By agreeing to an auto renewing product, you are giving us permission to take subsequent payments from the same payment method.

You can cancel your subscription at any point before the end of your current membership term but the cancellation will only take effect at the end of that current term.

Membership payments are non-refundable, non-transferrable, and the membership cannot be placed on hold.

Under the Consumer Cancellation Regulations you are entitled to a 'cooling off period' and have 14 days from the day you agree to these terms to cancel your membership. Your service is provided from the time of subscription via the website and subsequently, the Playtomic app. If you cancel within the cooling off period, you will be entitled to a refund of your subscription fee. However, we do have the right to charge you for any services consumed by you during that 14-day period.

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