



## Terms and Conditions

The Terms and Conditions detailed below are in respect of services provided and booked via <http://tigerstrust.co.uk>. Please read carefully before confirming a booking. Once confirmed, the customer is agreeing and is bound by the contract.

### Services Provided

Leisure services, namely sporting activities and coaching of children under the age of thirteen. The services take place during school holidays, after school and at a weekend.

### Service Provider

Tigers Sport and Education Trust  
Company Number: 4320313  
Registered Charity Number: 1092287

Address: Aircor Arena, West Park, Walton Street, Hull, HU3 6GA  
Telephone: 01482 358371  
Email: [office@tigerstrust.co.uk](mailto:office@tigerstrust.co.uk)  
Website: <http://tigerstrust.co.uk>

### Customer

Parent/legal guardian of the participant. The customer will supply the necessary information requested when completing the booking form.

### Terms and Conditions

#### 1. Booking

- 1.1. Customers unsure about the terms and conditions laid out in this agreement are advised to contact the service provider using the contact details above.
- 1.2. Customers are responsible for supplying any medical and/or allergy information which may put the respective child at risk and potentially others.
- 1.3. Customers are expected to notify the service provider of any special educational need or disability which could affect the child's ability to participate to the full extent.
- 1.4. Customers are required to complete the consents section of the booking form. Consent is requested for a child to be able to appear in promotional photographs and/or videos and to receive medical attention.
- 1.5. Customers are asked whether or not they would like to receive future course/event information and offers, and general Tigers Trust news.
- 1.6. Customers are asked to name up to three adults when completing the booking form, the service provider will expect one of the named adults to drop-off and/or collect the participant. Customers should notify the service provider in writing of any changes prior to the start of course/event.
- 1.7. Online bookings are automatically confirmed via email and a place on the course/event is reserved.
- 1.8. Full payment is required at the time of booking. A place is not secured if payment is not cleared before the start date or fails to reach the service providers account.
- 1.9. Course/event details are subject to change. In the unlikely event changes are made, customers will be notified at the earliest opportunity.
- 1.10. Please note that all personal information is treated in line with the new GDPR regulation. A copy of the Service Providers Data Protection Policy is available on request.

## **2. Fees and Payment**

- 2.1. Course/event fees are clearly advertised on all promotional material. The fee advertised is the total cost of participation and no additional charges will be incurred.
- 2.2. The customer accepts the fee as charged at the date of booking and will not benefit from subsequent discounted offers.
- 2.3. Course/event fees must be paid in pounds sterling using a credit or debit card. Accepted payment cards include: MasterCard/Eurocard, Visa/Delta/Electron, Discover, American Express and Maestro.
- 2.4. Payment will be processed by PayPal on a secure site, customers do not need a PayPal account in order to book. Please note that PayPal rather than Tigers Trust will show on bank statements. PayPal reserve the right to refuse credit or debit card payments by their reasonable discretion.

## **3. Cancellations and Refunds**

- 3.1. If the service provider cancels a particular course/event, then the customer will be offered an alternative course/event of the same value during the same period, a credit note or full refund.
- 3.2. The service provider will endeavour to notify customers of a cancellation at the earliest opportunity.
- 3.3. Customers wanting to cancel a booking should send an email to [office@tigerstrust.co.uk](mailto:office@tigerstrust.co.uk) stating the reason for the cancellation, their name, the name of the participant, and the course/event details and booking reference number, if known. Given the nature of the service, the service provider is exempt from giving refunds, however, as a gesture of goodwill, in exceptional circumstances credit notes are considered. To be considered, customers must notify the service provider at least seven days prior to the start date of the service.
- 3.4. Customers dissatisfied with the service are requested to speak to the Head Coach of the course/event in the first instance. If a complaint is not resolved, then the customer should send an email to [office@tigerstrust.co.uk](mailto:office@tigerstrust.co.uk) stating their name, the name of the participant, and the course/event details and booking reference number, if known. Written complaints should provide relevant information for a full investigation.
- 3.5. Participants whose behaviour clearly affects the enjoyment, safety and wellbeing of others will be asked to leave the activity. The persons named as responsible for collecting the child will be contacted and asked to collect the child as soon as possible. The Head Coach will use their discretion in terms of further action. Refunds will not be issued.
- 3.6. Under any circumstances, cash refunds will not be given offered.

## **4. Liability**

- 4.1. Given the physical nature of the course/event, there is potential for injuries and/or accidents to occur. When booking, customers are accepting the risk associated with participation.
- 4.2. The service provider does not accept liability for loss or theft of personal belongings.
- 4.3. The service provider will not accept responsibility for administering a child's medication.

## **5. General**

- 5.1. If any court or competent authority decides that any of the provisions of this agreement are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- 5.2. The Terms set out the whole of the agreement between the service provider and customer in relation to the subject matter of this agreement and supersede any prior agreement, understanding or arrangement between both parties whether oral or in writing.