



# TOTAL FOOTBALL EXPERIENCE

## TERMS & CONDITIONS

All tours organised by Total Football Experience (“the Organiser”) are sold subject to the following Terms & Conditions.

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## 1. THE CONTRACT

1.1 These Terms & Conditions form the basis of the contract between Total Football Experience and the team organiser (“the Client”).

1.2 The contract is made with the team as a group booking. Total Football Experience does not contract individually with players, parents, or other group members.

1.3 The Client is responsible for communicating all tour information, requirements, payment obligations, and behavioural expectations to all members of the travelling party.

1.4 The Client (team organiser and appointed coaching staff) remains responsible for the supervision, conduct, and welfare of all members of the travelling party throughout the tour.

1.5 A binding contract will come into existence once the agreed deposit has been received by Total Football Experience.

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## 2. BOOKING & PAYMENT

2.1 To confirm a booking, the Client must accept these Terms & Conditions and pay the agreed non-refundable deposit per participant upon receipt of the Proforma Invoice.

2.2 The balance of the tour price must be paid by the date stated on the Proforma Invoice.

2.3 Failure to pay the balance by the due date may result in cancellation of the tour and the application of cancellation charges in accordance with Section 6.

2.4 Prices quoted prior to booking may be amended. Any increase will be advised before booking confirmation.

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## **3. TOUR PRICE & CONTENT**

3.1 The content of the tour itinerary and the total tour price (excluding flights unless expressly stated) will be agreed with the Client and confirmed on the Proforma Invoice.

3.2 All inclusions and exclusions are as detailed on the Proforma Invoice and itinerary. Services not expressly listed are not included unless agreed in writing.

3.3 Tours are priced based on agreed minimum participant numbers. If minimum numbers are not met, Total Football Experience reserves the right to adjust pricing accordingly or cancel the tour with a full refund of monies paid.

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## **4. ITINERARY CHANGES & BESPOKE ARRANGEMENTS**

4.1 All tours are bespoke. Due to the nature of sporting events and third-party scheduling, itineraries and Proformas may evolve closer to departure.

4.2 Changes may include, but are not limited to, stadium tour availability, fixture timing, training schedules, accommodation sequencing, or venue allocation.

4.3 Such changes do not constitute a significant change where the overall nature, duration, and value of the tour remain materially the same.

4.4 Football fixtures, training sessions, and stadium visits are subject to availability and third-party scheduling. Specific opposition, venues, or kick-off times cannot be guaranteed.

4.5 In the event that a fixture or training session is cancelled due to weather, pitch conditions, safety considerations, or third-party circumstances, reasonable efforts will be made to rearrange or provide a suitable alternative. Refunds cannot be guaranteed where costs have already been incurred.

4.6 If a significant change occurs before departure, the Client will be informed as soon as reasonably possible and will be offered the option to:

- accept the proposed change
  - accept a suitable alternative
  - terminate the contract with a full refund of monies paid
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## **5. SURCHARGES & PRICE CHANGES**

5.1 The Organiser reserves the right to vary the tour price to reflect changes in transportation costs, taxes or fees imposed by third parties, or exchange rate fluctuations.

5.2 No price increase will be made within 20 days of the start of the tour.

5.3 The Organiser will absorb any increase equal to 2% or less of the total tour price.

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## **6. CANCELLATION BY THE CLIENT**

6.1 The Client may cancel the tour at any time before departure by providing written notice via email. Cancellation takes effect on the date notice is received.

6.2 If cancellation occurs before the deposit is paid, no cancellation charges apply.

6.3 Deposits are non-refundable once paid.

6.4 If cancellation occurs after the final balance has been paid, cancellation charges may be up to 100% of the total tour price, reflecting costs already incurred and contractual commitments to third-party suppliers.

6.5 Once the tour has commenced, no refunds will be made for unused services except where otherwise required under applicable law.

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## **6.6 INDIVIDUAL WITHDRAWALS & FINAL NUMBERS**

6.6.1 Deposits are non-refundable on an individual basis once paid.

6.6.2 The Client must notify Total Football Experience as soon as reasonably possible if any participant withdraws prior to the final balance due date.

6.6.3 Once the final balance has been paid, participant numbers are considered final. No refunds can be issued for individual withdrawals after this stage.

6.6.4 If numbers reduce, Total Football Experience reserves the right to adjust pricing accordingly.

6.6.5 Name changes may be permitted prior to departure, subject to supplier approval and any additional costs.

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## **6.7 ADVANCE SUPPLIER COMMITMENTS**

6.7.1 Total Football Experience is required to make advance payments and enter into binding contractual commitments with third-party suppliers.

6.7.2 Final balances are typically committed 4–6 weeks prior to departure. Once committed, refunds cannot be issued except where required under law.

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## **7. ORGANISER RESPONSIBILITY**

7.1 Total Football Experience is responsible for the proper performance of all travel services included in the package, irrespective of whether such services are to be performed by third-party suppliers.

7.2 Total Football Experience will provide services with reasonable skill and care and in accordance with the contract.

7.3 Where any part of the tour services is not performed substantially as agreed, Total Football Experience will consider appropriate operational remedies in accordance with these Terms and Conditions and applicable law.

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## **8. ASSISTANCE DURING THE TOUR**

8.1 If a participant is in difficulty, Total Football Experience will provide appropriate assistance without undue delay.

8.2 This may include providing information on local health services, authorities, or practical support where reasonably possible.

8.3 As a director-led organiser, Ritchie Semple will personally accompany the group throughout the tour from arrival to departure.

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## **9. EMERGENCY CONTACT**

9.1 A 24-hour emergency contact will be available throughout the tour.

9.2 Contact details are also provided in the Welcome Pack upon arrival:

- Ritchie Semple: +44 7909 921551
  - Airan Semple: +44 7932 429473
  - Jayne Semple: +44 7979 302656
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## **10. INSURANCE & HEALTH**

10.1 All participants must have comprehensive travel insurance, including cover for football participation and cancellation.

10.2 Participation in sporting activities carries inherent risks and all participants take part at their own risk.

10.3 Total Football Experience does not provide insurance cover.

10.4 The Client is responsible for ensuring all participants are medically fit to travel.

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## **11. AMENDMENTS REQUESTED BY THE CLIENT**

11.1 Amendments after booking are subject to availability and supplier terms.

11.2 Additional charges may apply.

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## **12. AMENDMENTS OR CANCELLATION BY THE ORGANISER**

12.1 The Organiser reserves the right to make necessary changes.

12.2 In the event of a significant change, the Client will be informed as soon as reasonably possible and reasonable alternative options may be offered where appropriate.

12.3 In exceptional circumstances, the tour may be cancelled, in which case a full refund will be issued.

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## **13. FLIGHTS & EXTERNAL SERVICES**

13.1 Flights are not included unless expressly stated.

13.2 Where flights are arranged independently, Total Football Experience is not responsible for airline operations; however, assistance will be provided where reasonably possible.

13.3 Total Football Experience shall not be liable for costs, delays, cancellations, missed connections, or disruptions arising from independently arranged flights or other external travel services not expressly included within the booking.

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## **14. CONDUCT**

14.1 The Client is responsible for the behaviour of all participants.

14.2 The Organiser reserves the right to remove any participant whose behaviour poses a risk or disrupts the tour.

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## **15. FORCE MAJEURE**

15.1 The Organiser shall not be liable for failure to perform obligations due to unavoidable and extraordinary circumstances.

15.2 No compensation shall be payable beyond obligations required under applicable law.

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## **16. COMPLAINTS**

16.1 Any issue must be reported immediately.

16.2 Formal complaints must be submitted in writing after the tour.

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## **17. PASSPORTS, VISAS & ENTRY REQUIREMENTS**

17.1 The Client is responsible for ensuring all participants meet entry requirements.

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## **18. LIABILITY INSURANCE AND FINANCIAL RESPONSIBILITY**

18.1 Primary Coverage: Total Football Experience maintains comprehensive, industry specific Tour Guide Public Liability Insurance.

18.2 Limit of Indemnity: This policy provides cover up to £5,000,000 per occurrence.

18.3 Underwriting Details: The policy is arranged through Towergate Insurance Brokers and underwritten by Covéa Insurance.

18.4 Financial Protection: Unless expressly stated otherwise in writing, bookings made with Total Football Experience are not provided with statutory insolvency protection under the UK Package Travel and Linked Travel Arrangements Regulations 2018.

18.5 Participant Insurance: Clients are strongly advised to obtain comprehensive international travel insurance, including cover for cancellation, medical expenses, personal belongings, travel disruption, and participation in sporting activities where applicable.

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## 19. GOVERNING LAW, LIABILITY AND CLIENT REMEDIES

19.1 Governing Law: These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

19.2 Jurisdiction: Any dispute arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

19.3 Service Commitment: Total Football Experience is committed to delivering all tour services with reasonable care and skill and to a high professional standard.

19.4 Operational Remedies: If a tour service cannot be delivered substantially as planned, Total Football Experience will use reasonable endeavours to provide suitable alternative arrangements where practicable.

19.5 Limitation of Liability: Any liability, compensation, or claims arising from the tour shall be subject to the liability limitations and exclusions contained within these Terms and Conditions and any applicable insurance policies.

19.6 Nothing in these Terms and Conditions limits or excludes liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded under English law.

19.7 Total Football Experience shall not be liable for any indirect or consequential losses, including loss of enjoyment, loss of opportunity, loss of revenue, or additional expenses incurred by the Client or participants, except where required under applicable law.

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Name: Ritchie Semple

Position: Founder & Owner, Total Football Experience