



# TOTAL FOOTBALL EXPERIENCE

## TERMS & CONDITIONS

All tours organised by **Total Football Experience** 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** (the “Organiser”) and the **team organiser** (the “Client”).

1.2 The contract is made with the team as a group. Total Football Experience does not contract individually with players, parents, or other group members. The team organiser is responsible for communicating all tour information, requirements, and obligations to all members of the travelling party.

1.3 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 team organiser must accept these Terms & Conditions and pay the agreed non-refundable deposit per traveller 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. 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.

2.3 Prices quoted prior to booking may be amended. Any increase will be advised before a booking is confirmed.

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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 team organiser 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.

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### 4. ITINERARY CHANGES & BESPOKE ARRANGEMENTS

4.1 Tours organised by Total Football Experience 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, match kick-off times, training schedules, or accommodation sequencing.

4.3 Such changes do not constitute a significant change where the overall nature, duration, and value of the tour remain materially the same. Any refinements will be communicated to the team organiser as soon as reasonably possible.

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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 rates.

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 will take effect on the date such notice is received.

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

6.3 If cancellation occurs after the deposit has been paid, the deposit will be retained.

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 required under the Package Travel and Linked Travel Arrangements Regulations 2018.

6.6 Flight costs are not included in the tour price unless expressly stated and are the sole responsibility of the Client.

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## 7. INSURANCE & HEALTH

7.1 It is essential that all travelling group members have comprehensive travel insurance, including cover for football/soccer activities.

7.2 The Client is responsible for ensuring that insurers are informed of the nature of the activities undertaken and the destination country.

7.3 All players must ensure they are medically fit to participate. Any injury or discomfort experienced during activities must be reported immediately to coaching staff and a Total Football Experience representative.

7.4 Total Football Experience strongly recommends cancellation insurance, particularly where deposits and balance payments are non-refundable.

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## 8. AMENDMENTS REQUESTED BY THE CLIENT

8.1 If the Client wishes to amend any part of the tour arrangements after the deposit has been paid, Total Football Experience will endeavour to accommodate the request, subject to availability and third-party constraints.

8.2 Requests must be made in writing at least **8 weeks prior to departure**. Additional charges may apply.

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## 9. AMENDMENTS OR CANCELLATION BY THE ORGANISER

9.1 The Organiser reserves the right to make changes to tour arrangements where necessary.

9.2 If a significant change becomes necessary before departure, the Client will be informed and offered the options required under the Package Travel and Linked Travel Arrangements Regulations 2018.

9.3 Total Football Experience reserves the right to cancel the tour in exceptional circumstances, in which case a full refund of payments made will be issued.

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## 10. FORCE MAJEURE

10.1 Total Football Experience shall not be liable for failure to perform or delay in performance resulting from unavoidable and extraordinary circumstances, including but not limited to war, terrorism, civil unrest, industrial disputes, natural disasters, adverse weather conditions, or technical transport issues.

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## 11. LIABILITY

11.1 Total Football Experience accepts responsibility for ensuring that the tour is supplied as described and that the services provided are of a reasonable standard.

11.2 Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence.

11.3 The Organiser is responsible for the performance of services forming part of the package but is not responsible for optional activities booked independently by group members.

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## 12. COMPLAINTS

12.1 Any issues arising during the tour must be reported immediately to a Total Football Experience representative to allow the opportunity for resolution.

12.2 If a complaint cannot be resolved locally, it must be submitted in writing via email within a reasonable period following return from the tour.

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## 13. PASSPORTS, VISAS & ENTRY REQUIREMENTS

13.1 The Client is responsible for ensuring all group members hold valid passports, visas, and meet entry requirements applicable to their nationality, including any Electronic Travel Authorisation (ETA) requirements.

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## 14. LATE PAYMENTS

14.1 Deposit and balance payment dates are specified on the Proforma Invoice.

14.2 Failure to meet the final balance payment date may result in itinerary changes, additional charges, or cancellation.

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## 15. GOVERNING LAW

15.1 These Terms & Conditions are governed by English law, and the exclusive jurisdiction of the English courts shall apply.

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**Name:** Ritchie Semple

**Position:** Founder & Owner, Total Football Experience

**Signature:** Ritchie Semple