



TOTAL FOOTBALL EXPERIENCE

TERMS & CONDITIONS

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

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.

2. BOOKING & PAYMENT

2.1 To confirm a booking, the Client 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.

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.

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.

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.

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.

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 required under the Package Travel and Linked Travel Arrangements Regulations 2018 in the event of a significant failure to provide the contracted services.

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 The agreed tour price is based on the confirmed group size. If numbers reduce, Total Football Experience reserves the right to recalculate pricing to reflect changes in accommodation, transport, or supplier costs.

6.6.5 Name changes may be permitted prior to departure at the discretion of the Organiser, subject to supplier approval and any additional charges incurred.

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 including accommodation providers, transport operators, training facilities, match organisers, and stadium tour providers.

6.7.2 Final balance payments are typically committed in full to suppliers approximately 4–6 weeks prior to departure. Once such commitments have been made, refunds cannot be issued except where required under law.

7. INSURANCE & HEALTH

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

7.2 Participation in football activities is undertaken at the participant's own risk.

7.3 Total Football Experience does not provide medical or accident insurance and accepts no liability beyond that required by law.

7.4 The Client is responsible for ensuring all participants are medically fit to travel and participate.

8. AMENDMENTS REQUESTED BY THE CLIENT

8.1 Any amendments requested after the deposit has been paid will be considered subject to availability and supplier terms.

8.2 Additional charges may apply.

9. AMENDMENTS OR CANCELLATION BY THE ORGANISER

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

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

9.3 In exceptional circumstances, the Organiser may cancel the tour, in which case a full refund of payments made will be issued.

10. FLIGHTS & EXTERNAL SERVICES

10.1 Flight costs are not included unless expressly stated.

10.2 Where flights are arranged independently by the Client, Total Football Experience accepts no responsibility for airline delays, cancellations, or operational issues.

11. CONDUCT

11.1 The Client is responsible for the behaviour of all group members.

11.2 Total Football Experience reserves the right to remove any participant whose behaviour jeopardises safety, enjoyment, or reputation of the group. Any associated costs will be the responsibility of the Client.

12. FORCE MAJEURE

12.1 Total Football Experience shall not be liable for failure to perform obligations due to unavoidable and extraordinary circumstances including, but not limited to, war, terrorism, civil unrest, natural disasters, industrial disputes, adverse weather conditions, or transport disruption.

12.2 No compensation is payable in such circumstances beyond obligations under the Package Travel Regulations.

13. COMPLAINTS

13.1 Any issue must be reported immediately to allow resolution during the tour.

13.2 Formal complaints must be submitted in writing within a reasonable period after return.

14. PASSPORTS, VISAS & ENTRY REQUIREMENTS

14.1 The Client is responsible for ensuring all participants meet passport, visa, and entry requirements.

15. GOVERNING LAW

15.1 These Terms & Conditions are governed by English law.

Name: Ritchie Semple

Position: Founder & Owner, Total Football Experience

Signature: Ritchie Semple