



## Terms & Conditions

All Total Football Experience, tours advertised by us are sold subject to the following conditions.

### 1. BOOKING PROCEDURE

(a) On making a booking with Total Football Experience, each person travelling must accept the terms of these Booking Conditions and pay a non-refundable agreed deposit per person upon receipt of a Proforma Invoice.

(b) Your booking is considered definite and a contract will exist once the deposit has been received. No contract will exist between us prior to a deposit being paid. Payment dates are listed on the 'Proforma' document. If the balance of the price of your tour is not paid on time, we reserve the right to cancel your tour, retain your deposit and apply the Cancellation Charge set out in Paragraph 4.

(c) We reserve the right to increase the prices quoted prior to the time that you book your holiday. Any increase in price will be advised to you before you book the tour.

### 2. SURCHARGES

We reserve the right to increase the price of your tour arrangements to allow for variations in transportation costs due, taxes or fees chargeable for services and the exchange rate applicable to your tour arrangements. No price increase will be made within 30 days of your departure date and in any event, we will absorb any increase which equals 2% or less of the cost of your travel arrangements.

### 3. TOUR PRICES

The content of the tour itinerary and total price per person noted on the 'Proforma' (\*not including flights) will be agreed and confirmed with the client soccer clubs tour organiser.

### 4. CANCELLATION BY YOU

You (or any member of your party) may cancel your tour at any time providing that the cancellation is made by the person organising the tour and is communicated to us in writing via email. Cancellation will take effect the day such notification is received by us. If the cancellation is before the deposit date, then there will be no cancellation charges.

**If the cancellation happens after the deposit is paid then the deposit will be retained.**

**If the cancellation happens after the deposit and balance is paid then the whole cost will be retained.**

**\*WE RECOMMEND THAT YOU TAKE OUT APPROPRIATE TRAVEL, MEDICAL (to include COVID) and CANCELLATION INSURANCE.**

TOTAL FOOTBALL EXPERIENCE

15 PEN Y MAES | MELIDEN | PRESTATYN | DENBIGHSHIRE | LL19 8PY

Email: [ritchie@totalfootballexperience.com](mailto:ritchie@totalfootballexperience.com)

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In addition, depending on the number of cancellations, the cost of the tour may be increased for the remaining travellers in the group.

Once your tour has commenced, no refund or part refund or unused portion of your tour will be repaid in the event of cancellation by you. If the reason for cancellation is covered under the terms of an Insurance Policy, you may be able to reclaim these charges.

**IN NO CASE WILL WE BE RESPONSIBLE FOR REFUNDING THE FLIGHT COSTS OF YOUR HOLIDAY.**

#### 5. INSURANCE & HEALTH

a) IT IS ESSENTIAL THAT YOU HAVE FULL TRAVEL INSURANCE THAT INCLUDES COVER FOR FOOTBALL/SOCCER ACTIVITIES ON YOUR TRIP. YOU MUST ALSO HAVE VALID MEDICAL INSURANCE. IT IS ADVISED THAT YOUR INSURANCE SHOULD COVER COVID-19 RELATED ISSUES.

b) PLEASE MAKE SURE YOUR INSURANCE COMPANY IS AWARE THAT YOU ARE PLAYING FOOTBALL/SOCCER.

c) PLEASE MAKE SURE YOUR INSURANCE COMPANY IS AWARE OF WHICH COUNTRY YOU ARE VISITING.

d) DUE TO THE CONTINUED ISSUES RELATING TO COVID-19, WE RECOMMEND THAT YOU ALSO TAKE OUT SOME KIND OF CANCELLATION INSURANCE AS DEPOSITS AND FINAL BALANCE PAYMENTS ARE NON-REFUNDABLE.

e) YOU AGREE THAT IT IS YOUR PERSONAL DECISION TO TRAVEL, AND YOU ARE DOING SO WITH FULL KNOWLEDGE OF CURRENT TRAVEL RECOMMENDATIONS, TRAVEL RESTRICTIONS, VACCINATION EVIDENCE AND COVID TESTS REQUIRED, WITH REGARDS TO THE RISKS OF COVID-19. WE ASSUME NO RESPONSIBILITY FOR AND SHALL NOT BE LIABLE FOR UNSAFE CONDITIONS OR HEALTH HAZARDS INCLUDING PANDEMICS OR OTHER ILLNESSES.

We have no special knowledge of dangers during travel or at destinations. For information related to such dangers, we recommend going to the State Department travel website at [www.travel.state.gov](http://www.travel.state.gov), click on "Find International travel Information" then click on "Country Information", and fill in the name of the destination country.

For medical and health information, we recommend going to the Centers for Disease Control website at [www.cdc.gov/travel](http://www.cdc.gov/travel), then click on "Destinations" and scroll to the name of the destination country.

f) Insurance: For your protection, we strongly recommend that you purchase trip cancellation and travel accident insurance. Please note that, unless you buy a cancel-for-any-reason policy, most policies have a specific clause stating they do not cover epidemics and pandemics, especially when travel warnings are in place. No representation or description of the insurance made by our staff constitutes a binding assurance or promise about the insurance. You agree to hold us harmless for your election not to purchase travel insurance or for any denial of claim by travel insurer as it relates to COVID-19 or any other claim under the policy.

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g) RELEASE: YOU HEREBY EXPRESSLY ASSUME ALL OF THE RISKS AND DANGERS COVERED IN THIS DOCUMENT, AND YOU HEREBY EXPRESSLY AGREE TO FOREVER RELEASE, DISCHARGE AND HOLD US, AND OUR AGENTS, EMPLOYEES, OFFICERS, DIRECTORS, ASSOCIATES, AFFILIATED COMPANIES, GUIDES, GROUP LEADERS, AND SUBCONTRACTORS HARMLESS AGAINST ANY AND ALL LIABILITY, ACTIONS, CAUSES OF ACTIONS, SUITS, CLAIMS, AND DEMANDS OF ANY AND EVERY KIND AND NATURE WHATSOEVER WHICH YOU NOW HAVE OR WHICH MAY HEREAFTER ARISE OUT OF OR IN CONNECTION WITH THESE RISKS AND DANGERS.

h) Claims Deadline and Exclusive Jurisdiction: You agree to present any claims against us within 30 days after your trip ends.

i) All players must check with their GP/Doctor that they are sufficiently fit and healthy to undertake the physical activity we have arranged. If any player experiences any injury or discomfort during any activity organised, then they must stop immediately and inform a member of coaching staff and a Total Football Experience representative.

#### 6. AMENDMENTS BY YOU

If, after your deposit payment has been credited to our account, you wish to change any part of your tour arrangements, or wish to change departure date, we will do our utmost to make the changes, provided that notification is received in writing via email at our office from the tour organiser who made the booking, at least 8 weeks before departure.

#### 7. AMENDMENTS BY US

It is unlikely that we will have to make any changes to your tour, but we do plan the arrangements many months in advance. Occasionally, changes may have to be made (e.g., to itineraries, venue accommodation, team members or other arrangements), which we reserve the right to do at any time.

If your accommodation has to be changed, we will do our utmost to provide accommodation of a similar rating. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure. Should a significant change occur, then provided that it does not arise through circumstances amounting to force majeure (see below), you will have the choice of either accepting the change of arrangements, booking another tour with us, or cancelling your tour and receiving a full refund. If you choose another tour that is more expensive you must pay any difference, but if it is cheaper, we will make the appropriate refund.

#### Important Notes

(a) Compensation payments will not apply if payment of your tour has not been received by Total Football Experience by the stipulated payment date.

(b) Compensation will not be paid if Total Football Experience is forced to cancel or in any way change your holiday due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, technical or maintenance problems with transport, or other circumstances which amount to force majeure.

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## 8. CANCELLATION

Total Football Experience reserves the right in any circumstances to cancel your tour, in which case we will offer a refund in full all monies paid.

## 9. OUR LIABILITY TO YOU

(a) We accept responsibility for ensuring that the tour that you book with us is supplied as described and that the services we are contractually obliged to provide are to a reasonable standard. We accept responsibility for the acts and/or omissions of our employees, except where they lead to death, injury or illness.

(b) We do not accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our agents, suppliers, sub-contractors, servants and agents whilst acting within the scope of, or in the course of their employment in the provision of your tour.

(c) Optional trips booked locally are not our responsibility.

However please note the following:-

- There are risks inherent with any activity holiday and with physical exercise such as circuit training, hiking and the other activities.
- We strongly recommend that you consult your doctor before travel to advise on your ability to undertake strenuous exercise. You should make him and us aware of any medical condition which may affect your ability and comfort when undergoing vigorous exercise.

## 10. COMPLAINTS

If you have a problem during your tour, please immediately inform a member of our team who will endeavour to put things right. If your complaint cannot be resolved locally, you must advise us in writing via email on your return. Please note that we cannot guarantee the proportion of male/female in any group, nor can we be responsible for the individual behaviour of any group member or other guest at your accommodation.

## 11. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

Please make sure you have the appropriate valid passport and visa required to enter the country you are visiting. Non-EC passport holders should contact the Consulate of the country or Embassy of the country you are travelling too.

Please make sure you have completed all required entry documents for the country you are visiting.

## 12. THE CONTRACT

This contract is made on the terms of these Booking Conditions, which are governed by English law and the exclusive jurisdiction of the English Courts.

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