



Terms & Conditions

1. BOOKINGS

1.1 You can book for any number of courses considering the participant meets the age requirements for those courses.

1.2 Spaces on each course are subject to availability.

1.3 Watford Football Club's Community Sports and Education Trust reserves the right to stop accepting bookings at any time.

1.4 In order to make a booking, you will need to follow the process of the Trust website (watfordfccsetrust.com). Alternatively upon agreement with Trust staff, we may accept other forms of payment. Please note; we do not accept American Express as a payment option.

1.5 Unfortunately we are unable to accept Child Care Vouchers as we are not Ofsted registered.

1.6 All bookings are taken on a first come first served basis and full payment is required with booking. The closing date is at the discretion of the Trust.

1.7 Payments are taken in pounds sterling.

1.8 Courses cancelled within 14 days of booking will be refunded in full.

1.9 If payment has not been made, the Trust holds the rights to refuse inclusion in said session.

2. MEDICAL CONDITIONS

2.1 It is imperative that you inform us of any medical conditions or medication that the participant requires.

2.2 If required the customer/participant will provide the Trust with appropriate medication.

3. CONFIRMATION OF BOOKING

3.1 Once your booking is complete; a confirmation page will load on your screen informing you that you have a space on the course. This page is printable. You will receive your booking confirmation by email so please ensure you provide a valid email address when booking.

3.2 If the confirmation screen does not load or you do not receive your confirmation email, please contact us immediately to confirm that your booking has been received.



3.3 All customers who have purchased a course through the Trust website must bring confirmation letter to the first session for inspection by Trust staff.

Emails may have found their way into your "Junk" or "Spam" folders, so please check there first.

4. REFUND POLICY

4.1 Refunds will be given for courses cancelled within 14 days of booking.

4.2 All refunds are at the Discretion of the Trust.

4.3 In the event of illness or injury where 2 or more days are missed, the customer may be entitled to a refund, the responsibility is with the customer to contact Trust staff prior to the course. Failure to do so may result in refund refusal. A medical certificate may be required.

4.4 In the event of inclement weather, we are not obliged to process a refund unless otherwise agreed.

5. CANCELLATIONS

5.1 Watford Football Club's Community Sports and Education Trust reserves the right to cancel a course at any time. In this instance you will be notified at least 48 hours before the course commences and a full refund or an alternative course will be given.

6. MEDIA CONSENT

6.1 Trust cameras may be present at various courses for the taking and publishing of photographs/videos at the discretion of the Trust.

6.2 Where practicable, the Trust will seek consent of members/ individuals before displaying photographs in which they appear. If this is not possible (for example, a large group photo), the organisation will remove any photograph if a complaint is received.

6.3 Although the Trust will always seek to adhere to consenting forms, if a participant does not have consent it is the responsibility of the customer to alert Trust staff.

6.4 Media consent will also relate to publishing by Watford Football Club. However, the Trust will not forward any media on to third parties without the consent of the individual in question.

7. SESSIONS

7.1 Although the Trust will advise, it is the responsibility of the participant/customer to ensure appropriate wear is worn this includes varying weather conditions or the use of protective wear (shin pads).

7.2 Please note staff are not permitted to supply or apply sun cream to a young person or vulnerable adult by law.