



TERMS & CONDITIONS

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

2. BOOKING PROCEDURE

(a) On making a booking with Total Football Experience Limited, each person travelling must accept the terms of these Booking Conditions and pay a non-refundable agreed deposit per person upon receipt of an invoice. For bookings made within 6 weeks of departure, the full payment becomes due immediately upon verbal confirmation and subsequent cancellation will incur Cancellation Charges as set out in paragraph 4.

(b) Your booking is considered definite and a contract will exist when the deposit has been received and a letter of confirmation sent to you. No contract will exist between us prior to our issuing the confirmation letter. A final invoice will be sent to you approximately 8 weeks before your departure date and payment will become due 6 weeks prior to your departure date. If the balance of the price of your tour is not paid in 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.

3. 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.

4. TOUR PRICES

The tour itinerary and total price per person has been agreed with the tour organiser.

5. 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 submitting the booking form and is communicated to us in writing. Cancellation will take effect the day such notification is received by us. As this incurs administrative costs, we will retain your deposit and, in addition, may apply cancellation charges up to the maximum shown below:-

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.

TOTAL FOOTBALL EXPERIENCE LIMITED - 11018981
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6. INSURANCE & HEALTH

IT IS ESSENTIAL THAT YOU HAVE FULL TRAVEL INSURANCE THAT INCLUDES COVER FOR THE FOOTBALL ACTIVITIES ON YOUR TRIP. YOU MUST ALSO HAVE VALID MEDICAL INSURANCE. PLEASE MAKE SURE YOUR INSURANCE COMPANY IS AWARE THAT YOU ARE PLAYING FOOTBALL.

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.

7. 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 at our office from the person who made the booking, at least 8 weeks before departure.

8. 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.

9. 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.

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10. OUR LIABILITY TO YOU

(a) We accept responsibility for ensuring that the tour that you book with us are 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, agents and suppliers except where they lead to death, injury or illness (see below).

(b) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment in the provision of your tour. We will, accordingly, pay to our client such damages as might have been awarded in such circumstances under English law.

(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.

11. 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 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.

12. 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.

13. 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.