



## What a Goal – Terms & Conditions

**This agreement comes into effect when a booking is confirmed via our website or booking system. By proceeding with the booking, you accept the terms set out in this agreement. You are agreeing to the total purchase amount as specified.**

All cancellations must be made at least 24 hours before your scheduled booking time. A refund will not be issued, but a credit will be applied to your account for use on a future booking.. Cancellations made less than 24 hours before the booking will not be credited or refunded. If you fail to attend your booking without notice, the session will be considered a no-show and no credit will be given.

If you arrive late for your booking, any lost time will not be added on or refunded. Your booking will still end at the scheduled time.

Any damage caused on our premises will incur a minimum charge of £100, which may increase to cover the full cost of repairs. You agree to notify us immediately of any changes to your contact details, including name, address, email address, and phone number. You also agree to comply with all club rules, which are displayed on-site.

All users participate in activities at their own risk. It is your responsibility to ensure that you are medically fit and physically able to take part. We accept no liability for injury or health issues arising from participation. If you notice anything that could pose a health or safety risk — such as damage to equipment, slippery surfaces, or any other hazard — please report it to a member of staff before your session begins.

Whilst all reasonable efforts are made to keep our premises safe and secure, neither the company nor its staff accept any liability for theft, loss, or damage to personal property.

From time to time, we may take photographs or video content at the facility for use on our social media and promotional materials. If you do not wish to appear in such content, please let a member of staff know before your session begins.

If for any reason you fail to pay the money due, our automated payment system will attempt to collect the outstanding balance within 7 days after your event. If this fails, the debt may be passed to our contracted debt collection agency, and you will become liable for their fees in full, including any court costs.

We reserve the right to cancel or reschedule bookings due to events outside our reasonable control, including but not limited to extreme weather, technical faults, power outages, accidents, or safety concerns. In such cases, you will be offered a credit or the option to reschedule. We will not be liable for any other losses or expenses resulting from such cancellations.

If any part of these terms and conditions is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

These terms and conditions are governed by and construed in accordance with English law. You agree to submit to the exclusive jurisdiction of the English courts.

