



Booking Terms & Conditions (as at 01/11/19)

For us, it is very important that our customer's package will be fun and a great success in every aspect. We promise that we will, as per our high-performance promise, take care of our programme participants at all times, ensuring that they have a safe and enjoyable experience. The following are our booking terms and conditions - please be sure to read them carefully and contact us via sales@psaacademies.com should you have any questions on them.

1. Our Benefits

Our benefits correspond to the description on our website, as well as the travel documents that you will be issued with following your completed booking, including the confirmation email, pdf ticket, welcome pack and any other relevant documentation issued. Programmes are subject to alteration for reasons of safety, inclement weather or customer numbers. We always provide a suitable replacement in such circumstances.

Customers must inform us of any special requirements that their player has prior to the participant's arrival, and we will do everything possible to accommodate these but cannot give any guarantee without sufficient notice. Any alterations or additions to bookings with Klub Group Ltd., trading as PSA Academies, may be made in writing to sales@psaacademies.com.

All prices shown are also inclusive of VAT, calculated under the Tour Operators Margin Scheme. Due to this special VAT scheme, we are unable to issue invoices showing an exact VAT breakdown and customers will not be able to reclaim VAT against charges from Klub Group Ltd., trading as PSA Academies. Should the VAT regulations change after the time of booking, we reserve the right to surcharge or refund the consequent price difference.

2. Booking and Contract

Customers enter into a contract, which is binding, as soon as they receive the booking confirmation via email having paid their minimum 40% deposit. The "contractual partner" is the lead adult/parent/legal guardian person named within and responsible for the booking.

3. Full Payment

For any bookings made with a 40% deposit payment, the final balancing payment is due no later than 60 days before that start date of the package programme. If the customer makes a booking within 60 days of the package start date, then payment must be made in full at the time of the booking. Failure to make full payment before the package start date will likely result in your place being withdrawn and resold. Any bank charges must be met by the person making the booking.

4. Cancellation by the Customer



Any payment made towards a booking package is non-refundable and will not be returned by Klub Group Ltd., trading as PSA Academies, in the event of a cancellation. All packages booked with Klub Group Ltd, trading as PSA Academies, include travel insurance as standard via our provider Endsleigh and the cost of cancelled packages should be reclaimable, subject to a limited excess amount, via this cover.

5. Cancellation by PSA Academies

In the event that the behaviour of any customer/participant clearly contravenes our programme rules/the terms of your contract and negatively impacts the delivery of the package programme, Klub Group Limited, trading as PSA Academies, reserves the right to immediately cancel the contract. In this case, any claims for compensation via travel insurance will be null and void. Additional costs, such as for transfers & accompanied or unaccompanied flights, will be at the full and sole expense of the customer. We also reserve the right to charge the customer for any damages/breakages that the participant has been positively identified as having deliberately or wantonly caused.

In the unlikely event that we have to make a major change to the package, we will attempt to offer a suitable alternative but, in the event, that this is not possible, we will offer a full refund, less the travel insurance premium paid to a third-party provider.

If the delivery of the package is adversely affected due to circumstances beyond our reasonable control in advance of the package start date, including but not limited to war, riot, civil commotion, terrorism, act of God, industrial dispute, Government action, epidemic disease, adverse weather or natural disaster, Klub Group Ltd., trading as PSA Academies, as well as the customer, are within their rights to terminate the contract. Klub Group Ltd., trading as PSA Academies, will refund the holiday cost less the expenses, which have already been met.

6. Minimum Numbers

A minimum number of participants need to book each package to enable the advertised package to take place. If this number is not achieved and we have to cancel the package, we will tell customers immediately and, in any event, not less than 6 weeks before departure. Where we cancel for this reason, customers are entitled to a replacement package on an alternative date or a full refund of the cost of the package, less the travel insurance premium paid to a third-party provider.

7. Liability

Klub Group Ltd., trading as PSA Academies, carries all legally required insurance coverage affecting its customers and employees.

This includes public liability insurance protection to the value of £10 million. PSA Academies strongly advises that no items of significant value are to be brought by participants on any programmes. Each participant's personal belongings are their sole responsibility during their stay with us. PSA Academies does not accept any liability for any accident, loss or damage to personal belongings (including electrical devices and jewellery). PSA Academies cannot be held liable for any medical expenses incurred as a result of injury obtained within our programme



delivery. Through entering this contract, you give Klub Group Ltd., trading as PSA Academies, permission to administer basic first aid. In the event of a serious accident, we will try all means to contact the player's parent / guardian / emergency contact but in a situation where contact is not possible and it is necessary to escalate medical treatment, representatives, employees and agents of Klub Group Ltd, trading as PSA Academies, will act as a guardian to take participants to hospital for medical professionals to treat them, including surgery and anaesthesia in case of serious or life-threatening situation. By accepting these terms and conditions on booking, it is understood by customers that all programme participants take part at their own risk and are required to have their own health insurance cover in place. PSA Academies shall not be responsible for any illness, disease, accident, travel delays or loss of property, unless occasioned by the wilful act of negligence on the part Klub Group Ltd., trading as PSA Academies, or its employees.

8. Privacy Policy

Your privacy is very important to us. We save and use your personal data to analyse, manage and optimise our services to you. Your data will never be passed on to a third party without your expressed permission. By sending us your personal data and accepting the terms and conditions, you confirm to agree with the outlined usage of personal data. You have the right to withdraw your agreement at any time by informing us in writing via info@psaacademies.com. Furthermore, you have the right to obtain information on any data relating to your use of the PSA Academies website or bookings made with Klub Group Ltd. trading as PSA Academies. By booking a package with PSA Academies, you are opting in to PSA Academies potentially using your participant's image within photographs, video or other content to be used to promote the PSA Academies brand. As the parent/legal guardian of a participant on a PSA Academy package programme, you will be automatically included in a WhatsApp broadcast group for updates from that programme. Your data or messages to PSA Academies will not be visible to other customers included in this group and should you contact us wishing to be removed from any such communication, this will be done at the nearest possible opportunity, with your details removed from any such future communication.

9. Complaints

Any customers wishing to lodge a complaint must communicate with our programme delivery team via the contact details outlined in our programme Welcome Pack at the earliest opportunity. If the programme delivery team are unable to resolve the problem on site, the customer will be required to escalate the problem to the Klub Group Ltd, trading as PSA Academies, Operations team via info@psaacademies.com.

In the event that customers remain unhappy with the resolution of the issue on their return to their country of origin, they must notify us in writing within 28 days of their return from the package programme to allow Klub Group Ltd,



trading as PSA Academies, to fully and finally investigate the complaint. They must send their letter of complaint to;

Customer Services Department,
Klub Group Ltd. (T/A PSA Academies),
12 Bury Street
Stowmarket,
IP14 1HA,
United Kingdom

In the event that any complaint was not adequately reported or has not followed the above written escalation process, our ability to investigate the issue could be seriously hampered, and we may not be able to deal with the final complaint in writing.

The customer retains their consumer rights and for claims of less than €2,000, these may be pursued through the Small Claims Court. Otherwise, all disputes which arise between the parties in connection with this booking, or the subject matter of this booking, shall be decided by an arbitrator agreed by the parties or, in the absence of agreement, appointed by the Chartered Institute of Arbitrators or an equivalent organization in their country of origin.

For customers from the Republic of Ireland, in accordance with the Arbitration Act 2010, the determination of the Arbitrator as to factual matters in dispute and such award as he may make are final. Neither party has a right of appeal except as specified in section 11 of the Arbitration Act 2010.

10. Host Organisation



PSA Academies (Klub Group Ltd)

12 Bury Street, Stowmarket, IP14 1HA, United Kingdom

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