



## **Booking Terms & Conditions (as at 13/03/2020)**

For PSA Academies, 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 the best possible 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 [info@psaacademies.com](mailto:info@psaacademies.com) should you have any questions relating to them.

### **1. Our Benefits**

Our benefits correspond to the description on our website, as well as the programme 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 will always look to provide a suitable replacement in such circumstances.

In advance of travelling, customers must inform us of any special requirements that their participant has prior to their arrival, and we will do everything possible to accommodate these requests, albeit we cannot guarantee this 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](mailto: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 the minimum deposit percentage for the package involved. The counter party in this contract will be the lead adult/parent/legal guardian person named within and responsible for the booking.

### **3. Full Payment Terms**

For any bookings made with a deposit payment, the final balancing payment is due no later than 60 days before the start date of the package programme (unless the customer is otherwise notified of an alternative date in writing). 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. Klub Group Ltd., trading as PSA Academies, reserves the right to withdraw and resell any packages for which customers fail to make full payment before the standard 60 days payment deadline (unless the customer is otherwise notified of an alternative date in



writing). Any bank charges involved in booking must be met in full by the person making the booking.

#### **4. Cancellation by the Customer**

Under normal circumstances, any payment made towards a package that is cancelled by the customer is non-refundable by Klub Group Ltd., trading as PSA Academies.

However, in extenuating circumstances where a package is cancelled prior to the package start date and the relevant booking(s) is not reclaimable via the Endsleigh travel insurance policy cover included as standard with all Academy bookings (see the policy documents [here](#) and [here](#)), Klub Group Limited, trading as PSA Academies, will apply the following charges;

- (i) Cancellation before or on the 60 days final package payment deadline (or any alternative date that the customer has been notified about in writing) – the deposit paid (up to 40% of the full package cost) as part of the initial package booking;
- (ii) Cancellation after the 60 days final package payment deadline (or any alternative date that the customer has been notified about in writing) – the full booking fee paid as part of the initial package booking

#### **5. Cancellation by Klub Group Limited, trading as PSA Academies**

In the possible event that we, Klub Group Limited, trading as PSA Academies, are required to make significant changes to the package terms, specifically the postponement or cancellation of part of or the full package of any Academy programme due to unavoidable and extraordinary circumstances beyond our control, the customer will be offered;

- (a) a substitute package of equivalent or superior quality if Klub Group Limited, trading as PSA Academies, is in a position to offer such a substitute; or
- (b) a substitute package of lower quality if Klub Group Limited, trading as PSA Academies, is in a position to offer such a substitute and to recover from the Klub Group Limited, trading as PSA Academies, the difference in price between the original cost of the package purchased and that of the substitute package; or
- (c) a full refund of the package booking fees paid by the customer under the terms of the booking contract

If the package is cancelled by force majeure, that is to say the package is cancelled by reason of unusual and unforeseeable circumstances beyond the control of Klub Group Limited, trading as Klub Group Limited, trading as PSA Academies, in advance of the package start date, either party are within their rights to terminate



the contract. Klub Group Ltd., trading as PSA Academies, will provide a full refund of any payments already made for the package, but shall not be liable for any additional compensation.

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 the Endsleigh travel insurance policy 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. Klub Group Limited, trading as PSA Academies, 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.

## **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,

- (i) 20 days before the start of the package in the case of packages lasting more than six days;
- (ii) Seven days before the start of the package in the case of packages lasting between two and six days;
- (iii) 48 hours before the start of the package in the case of packages lasting less than two days

Where a package is cancelled due to below minimum number of participants having booked, customers will be entitled to a replacement package on an alternative date or a full refund of any payments already made for the package. Klub Group Ltd., trading as PSA Academies, will not be liable for any additional compensation.

## **7. Liability**

Klub Group Ltd., trading as PSA Academies, carries all legally required insurance coverage required to run the packages that it offers.

This includes public liability insurance protection to the value of £10 million. Klub Group Limited, trading as PSA Academies, strongly advises that no items of significant value are to be brought by participants on any package programmes. Each participant's personal belongings are their sole responsibility during their stay with us.



Klub Group Limited, trading as PSA Academies, does not accept any liability for any accident, loss or damage to personal belongings (including electrical devices and jewellery). Klub Group Limited, trading as PSA Academies, cannot be held liable for any medical expenses incurred as a result of injuries incurred within our programme delivery. Through entering this contract, the customer permits the representatives, employees and agents of Klub Group Ltd., trading as PSA Academies, to administer basic first aid. In the event of a serious accident, we will attempt by all available means to contact the player's parent / legal 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. Klub Group Limited, trading as 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 representatives, employees and agents.

## **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](mailto: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 at the earliest possible opportunity with our programme delivery team via the contact details outlined in our Academy Programme Welcome Pack. If the programme delivery team are unable to resolve the problem onsite at the Academy Programme venue, the customer will be required to escalate the problem to the Klub Group Ltd, trading as PSA Academies, Operations team via [info@psaacademies.com](mailto:info@psaacademies.com).

In the event that customer remains unhappy with the resolution of the issue at the end of the package programme/on their return to their country of origin, they must notify us in writing within 28 days of their return to allow Klub Group Ltd, trading as PSA Academies, time to fully and comprehensively investigate the complaint lodged. They must send their letter of complaint to;

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

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 address the issue in the manner required.

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. Organiser's Details



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



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