

**VISION FOOTBALL FACTORY – TERMS AND CONDITIONS**

**Bookings made online:**

All bookings made via our site are subject to these terms and conditions and our code of conduct for players.

**Contract:** Our acceptance of your booking will take place when your payment is processed, at which point a contract is formed between you and us.

If you are unsure at any time in the reservation process as to whether your transaction has been completed, you should telephone the venue to check that the transaction has been completed and to obtain your booking reference number.

**Block Bookings:** a series of Bookings of Facilities made in advance, for a minimum of ten consecutive weeks with each booking being the same type of activity.

**Price:** The price of each booking will be as quoted on our site at the time the payment for your booking is processed. We shall not be liable for any technical mistake resulting in the display of an incorrect price.

**Cancellation:** We may cancel or amend your booking at any time, in which case we will refund your booking payment, however we will not be liable for any additional costs, expenses or losses arising from such amendment or cancellation.

If the request is made within 7 days of the booking, a 50% fee will apply. For requests made within 48 hours, any payments made or owed for that booking will be non-refundable.

The Facility User acknowledges and accepts that Vision Football Factory retains priority over all Confirmed Bookings and reserves the right to cancel or reschedule them as necessary.

**(a)**  in the case of any one-off events, scheduled maintenance/repairs and any unforeseen circumstances or emergencies.

**(b)**  if the Facility User has failed to pay any invoice by its Due Date.

**(c)**  if the Facility User has failed to supply any reasonably requested information regarding the activities or proposed use of the Facilities.

**(d)**  if the Facility User has failed to honestly disclose the purpose of the Activities

**(e)**  the Facility User appears to have or has become bankrupt or insolvent.

 Block Bookings - Confirmed Bookings cannot be cancelled or amended.

**Payment:** Through pitchbooking.com we use stripe a third-party payment specialist who are compliant with payment card industry data security standards (PCI DSS).

Vision Football Factory will not store your card details without your permission and once you have entered your card number into a payment page securely hosted by Stripe, all payment data is encrypted and sent to the banks for processing. Some card details can be stored for your convenience but cannot be accessed by Vision Football Factory and will still require security checks to be reused.

**Prepaid booking:** If you have used a credit/debit card, full payment will be deducted from your card at the time of making your reservation via our site.

**Cancellation:** We may cancel or amend your booking at any time, in which case we will refund your booking payment, however we will not be liable for any additional costs, expenses or losses arising from such amendment or cancellation.

**Liability**

Football Factory cannot accept responsibility for any loss or damage to personal property.

All players play at their own risk and are advised to take out personal injury insurance.

**Pitch Use:** Our pitches can only be used for playing football unless written agreement has been received by the Vision Football Factory management. Appropriate footwear should always be worn when on the football pitches. This includes; Any astro-turf trainer, rubber or molded studs, NO Metal Studs or trainers (Flats).

**Pay & Play:** The Pay & Play option is strictly prohibited for use in any coaching-related activities. This includes, but is not limited to, one-on-one coaching, small group sessions, or any similar instructional sessions. Pay & Play is intended solely as an opportunity for players to engage in recreational play against one another for enjoyment.

**VFF Facility/Equipment:** Any equipment owned by Vision Football Factory will require a CASH DEPOSIT. Any equipment broken or any damage to the facility will be paid FULLY by the liable customer/party.

**Children’s Party Terms and Conditions**

**Party Obligations**

It is the responsibility of the Party Booker and guests to ensure they arrive 10 minutes before the commencement of the party at the date and time stated on the booking confirmation. This is to ensure there is sufficient time to allow for registration and coach briefings.

**Party Food and Area**

* **Premier League Party**

A party area shall be reserved for 1 hour 30 minutes. This will include:

1 hour on the football on the pitch

30 minutes in the party area for food

* **Champions League Party**

A party area shall be reserved for 1 hour 45 minutes. This will include:

1 hour on the football pitch

45 minutes in the party area for food

* **World Cup Party**

A party area shall be reserved for 1 hour 45 minutes. This will include:

1 hour 15 Minutes on the football pitch

30 minutes in the party area for food

* **Gaming Party**

This party area will be reserved for 1 hour 30 minutes This will be include:

1 hour 30 minutes of Non-Stop Gaming

* **Level Up Party**

A party area shall be reserved for 1 hour 45 minutes. This will include:

1 hour on the pitch

1 hour gaming

30 minutes in the party area for food

Food options are provided online at time of booking. Should any of the party guests have any dietary requirements, Vision Football Factory must be notified in advance.

Extra food can be added to the party booking but must be ordered at the time of booking and will have an additional charge. If the party requires additional food after a booking is made, please notify Vision Football Factory as soon as possible.

Any decorations the Party Booker wishes to supply for the party are subject to the approval of Vision Football Factory Duty Manager at the time. Only adhesive putty (BluTac) is permitted to be used to secure any decorations.

The party area must be vacated promptly after the second hour, but guests are welcome to stay within the facility.

**Cancellation Policy**

Full payment is required to secure the preferred date and time for the party through pitchboking.com. If the request is made within 7 days of the booking, a 50% fee will apply. For requests made within 48 hours, any payments made or owed for the party booking will be non-refundable.

**HEALTH AND SAFETY**

* There are 6 Fire Emergency Exits. 2 Located on the 6v6, 3 on the 7v7 and 1 on the 4v4 Party Pitch
* Vision Football Factory is strictly a no smoking or Vaping area.
* Playing football is only permitted on the artificial surface.
* Please use all bins provided for any rubbish.
* Ensure children are supervised at all times.
* Various equipment is also located around the facility, do not touch or tamper with this equipment.
* When entering a pitch, please use the gate openings provided.
* Food and drink are not permitted on the pitches.
* No metal boots of any description are allowed, rubber or plastic moulded studs are recommended.
* No dirty footwear allowed on the pitches. All footwear must be clean before entering the pitch.
* Do not swing on the goals.
* Do not climb on the steel framework or netting around the pitches.

1 Ninian Park, Ninian Way,Tame Valley Industrial Estate, Wilnecote, Tamworth B77 5ES

**T**: **W**: https://pitchbooking.com/partners/VISIONFOOTBALLFACTORY

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