

## Terms and Conditions

The Site is a UK-based website owned by Crystal Palace FC Foundation and complies with the Data Protection Law of 2005 relating to the personal information you supply online. Any personal information that you provide to Crystal Palace FC Foundation whilst contracting with these entities is stored and controlled by Crystal Palace FC Foundation, located at Crystal Palace FC Foundation, Selhurst Park Stadium, London, SE25 6PU.

By using our services, you give us your express consent to process your personal data as described hereafter. The data we collect the information collected by the aforementioned entities when you register with us at the [www.cpfcfoundation.org](http://www.cpfcfoundation.org) website is generally used to communicate with you and improve our services where possible, and specifically, to process payments or enable third parties to carry out technical functions. These functions may be carried out by us or appointed third parties who are bound by Data Protection covenants and must process the personal information in accordance with this Privacy Policy and the Data Protection Laws.

In addition to personal data such as name, e-mail address, billing address, credit or debit card number and expiry date, we also analyse data about participants in order to provide a safe shopping environment for all users. Examples of the data we may collect and analyse include the Internet protocol (IP) address used to connect your computer to the Internet, login, password, computer and connection information such as browser type and version, your operating system and platform, the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time), cookie number and your purchase history.

In using the Site you accept that your personal data may be used for such purposes. We will not sell, distribute or disclose information about you or your personal usage of the Site without your express consent or unless required or permitted to do so by law. Please note that we do provide links to other sites, which may not be governed by this Privacy Policy and you should view the respective privacy policies of those sites for further information. Participants have the right to access their stored data, to rectify them if required and to object to the storage of their data for legitimate purposes. We would like to keep your information up-to-date, you may change any of the basic information we keep about you at any time by e-mailing [admin@cpfcfoundation.org](mailto:admin@cpfcfoundation.org) .

In addition to the information which you supply to us, information and data may be automatically collected through the use of cookies. Cookies are small text files the Site can use to recognise repeat users. You can configure your Internet browser to accept or reject certain cookies or inform you when a cookie is saved. We do not cross the information recorded in the cookies with the personal information collected at the time of your registration on the Site or with your online activity. Some of our business partners may themselves use cookies on their own websites. We have no access or control of these cookies; therefore we cannot accept liability for any malfunctioning of your PC or its installed web browser as a result of your access to any of the websites. We may monitor customer traffic patterns, Site usage and related Site information in order to optimise your use of the Site and we may give aggregated statistics to a reputable third-party, but these statistics will include no information personally identifying you. We may also use the Information we gather to notify you about important functionality changes

and alterations to the Site, or offers of products, services or information that might be of particular interest to you. By submitting your Information and ticking the requisite boxes on any order form, you expressly consent to such use and transfer, to the extent permitted by applicable law.

## 1. BOOKINGS

1.A. You can book for any number of courses considering the participant meets the age requirements (courses are open to boys and girls aged 5 to 14 years - unless otherwise stated), for those courses; however you can only book for that player at a time.

1.B. Spaces on each course are subject to availability.

1.C. Crystal Palace FC Foundation reserves the right to stop accepting bookings at any time.

1.D. In order to make a booking, you will need to provide us with debit/credit card details. If you do not have a credit/debit card, you will need to make a postal application. Please note; we do not accept American Express as a payment option.

1.E. Credit notes cannot be redeemed online. In order to use a Credit Note you will need to enclose this with your application form and send to us in the post.

1.F. All bookings are taken on a first come first served basis and full payment is required with booking. The closing date is 24 hours prior to the course commencing or earlier if the course is fully subscribed.

1.G. Payments are taken in pounds sterling.

## 2. MEDICAL CONDITIONS

2.A. It is imperative that you inform us of any medical conditions or medication that your son/daughter requires.

## 3. CONFIRMATION OF BOOKING

3.A. Once your booking is complete; a confirmation page will load on your screen informing you that you have a space on the course. This page is printable. You will receive your booking confirmation by email so please ensure you provide a valid email address when booking.

3.B. If the confirmation screen does not load or you do not receive your confirmation email, please contact us immediately to confirm that your booking has been received. If you do not receive confirmation it is unlikely that your booking has been successful so please contact us to avoid disappointment. Emails may have found their way into your "Junk" or "Spam" folders, so please check there first.

## 4. REFUND POLICY

4.A. We do not issue refunds unless we cancel a course (please see Cancellations)

4.B. In the event of illness or injury where 2 or more days are missed, we will issue you with a Credit Note which can be redeemable against any Crystal Palace FC Foundation Football Course. A medical certificate may be required and you will need to contact us prior to or during the course to inform us. Failure to do so will result in a Credit Note not being issued.

## 5. CANCELLATIONS

5.A. Crystal palace FC Foundaton reserves the right to cancel a course at any tme. In this instance you will be notfed at least 24 hours before the course commences and a full refund will be given.