

Player Pathway UK - Terms and Conditions for Services

Where to find information about us and our services

You can find everything you need to know about us, Player Pathway UK Limited, and our services on our website before you order. We also confirm the key information to you in writing after you order, by email.

Permission to take and use photographs

By placing an order for services, you are confirming that you understand and agree to these terms and conditions, including our [Privacy Policy](#).

In particular, you understand and agree that we may take photographs of participants enjoying our services, including football coaching, and you grant us permission to use such photographs for the purpose of marketing, including social media and on our website (“**Permitted Purposes**”).

You agree to us storing copies of the photographs for as long as necessary to fulfil the Permitted Purposes and storing your contact details on our database in case it we need to contact you.

You can withdraw the consent given above at any time by contact our Customer Service Team by emailing info@playerpathway.uk. This will not affect the lawfulness of any processing carried out before you withdraw your consent.

When you buy from us you are agreeing that:

- We only accept orders when we've checked them.
- Sometimes we reject orders.
- We charge you when you order.
- We charge interest on late payments.
- We pass on increases in VAT.
- We're not responsible for delays outside our control.
- You have a legal right to change your mind.
- You have rights if there is something wrong with your service.
- We can change services and these terms.
- We can suspend supply (and you have rights if we do).

- We can withdraw services.
- We can end our contract with you.
- We don't compensate you for all losses caused by us or our services.
- We use your personal data as set out in our Privacy Notice.
- You have several options for resolving disputes with us.
- Other important terms apply to our contract.

Sometimes we need to reject and amend orders

Sometimes we may need to amend your orders after they are accepted, for example, because the details are incorrect, because we can't verify your age (where the service is age-restricted), because you are located outside the UK or because the service was mispriced by us. When this happens, we let you know as soon as possible and provide you with details of the amended order.

We charge you when you order

We charge you for services in advance when you place your order. Payment will be processed using our payment provider 'Square Payments'.

We charge interest on late payments

If we're unable to collect any payment you owe us we may charge interest on the overdue amount at the rate of 3% a year above the Bank of England base rate from time to time. This interest accrues on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You pay us the interest together with any overdue amount.

We pass on increases in VAT

If the rate of VAT changes between your order date and the date we supply the service, we adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

We're not responsible for delays outside our control

If our supply of your service is delayed by or has to be cancelled due to an event outside our control, such as weather or staff illness, we contact you as soon as possible to let you know and do what we can to reschedule the service. As long as we do this, we won't compensate you for the delay, but [if the delay is likely to be substantial] you can contact our Customer Service Team: info@playerpathway.uk to receive a refund for any services you have paid for in advance, but not received.

You have a legal right to change your mind

Your legal right to change your mind. You have 24 hours after the date we confirm your order to change your mind about a purchase, unless the session is taking in place in less than 24 hours in which case you cannot cancel your order unless we agree otherwise in writing.

How to let us know and what happens next. If you change your mind contact our Customer Service Team: info@playerpathway.uk We refund you as soon as possible and within 14 days of you telling us you've changed your mind. We refund you by the method you used for payment. We don't charge a fee for the refund.

You have rights if there is something wrong with your service

If you think there is something wrong with your service, you must contact our Customer Service Team: info@playerpathway.uk

We can change services and these terms

Changes we can always make. We can always change a service:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a security threat.

We can suspend supply (and you have rights if we do)

We can suspend the supply of a service. We do this to:

- deal with technical problems or make minor technical changes;
- update the service to reflect changes in relevant laws and regulatory requirements; or
- make changes to the service (see We can change services and these terms).

We let you know, may adjust the price and may allow you to terminate. We contact you in advance to tell you we're suspending supply, unless the problem is urgent or an emergency. If we suspend the service we adjust the price so you don't pay for it while its suspended. If we suspend supply, or tell you we're going to suspend supply, you can contact our Customer Service Team: info@playerpathway.uk to end the contract and we'll refund any sums you've paid in advance for services you won't receive.

We can withdraw services

We can stop providing a service. We let you know at least 5 days in advance and we refund any sums you've paid in advance for services which won't be provided.

We can end our contract with you

We can end our contract with you for a service and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 7 days of our reminding you that payment is due;
- you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service, for example, details of participant, emergency contact information, medical information.

We don't compensate you for all losses caused by us or our services

We're not responsible for losses you suffer caused by us breaking this contract if the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.** As long as we have taken the steps set out in the section We're not responsible for delays outside our control.
- **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.

To the extent that you use a product for the purposes of your trade, business, craft or profession then, save in respect of any liability which cannot legally be limited, our total liability to you for all losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to what you paid for the product and all claims for loss of profit or indirect or consequential loss are wholly excluded.

We use your personal data as set out in our Privacy Notice

How we use any personal data you give us is set out in our [Privacy Notice](#).

You have several options for resolving disputes with us

Complaints. We will do our best to resolve any problems you have with us or our services. If you have a complaint, please contact us at info@playerpathway.uk

Resolving disputes without going to court. Alternative dispute resolution is an optional process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you're not satisfied with the outcome you can still go to court.

You can go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

Other important terms apply to our contract

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.