

FFF Sports Ltd Terms and Conditions version 1.1 (November 2024)

Established in 2017, FFF Sports Ltd, trading as FFF Recreational Football “**FFF**” is a recreational football club for adult men and women aged 25 or over¹.

As of the date above FFF runs 28 sessions every week from 15 locations in Hertfordshire, Bedfordshire, Middlesex, Suffolk, Cambridgeshire, and Buckinghamshire.

FFF welcomes players of all abilities and fitness levels. Sessions are fun and inclusive, but with no compromise on competitiveness. We encourage those with less experience and challenge those with more experience with equal positivity and support. Every player should be allowed to enjoy the game free from prejudice of any kind.

Our five founding principles are;

Inclusivity, well-being, enjoyment, community spirit, health and safety.

1. Definitions

“FFF, FFF Recreational Football, we, us, our” means the company FFF SPORTS LTD who you are / have entered / are entering into an agreement with.

“Player, subscriber, you” means the adult requesting a membership, paying a subscription, attending a session or part of a session, or attending any other event as organised by FFF from time to time.

“Rep, representative, session rep, coach” means the FFF volunteer, representative or employee present at any session to organise the teams, ensure the venue is fit for purpose and to ensure the session runs smoothly.

“Administration Fee” A fee of £10 will be applied automatically to each non-standard action that a subscriber requests outside of the following; cancelling a subscription, cancelling a subscription due to long term injury >4 weeks, amending the session the subscriber attends, adding a subscription.

¹ We may offer spaces to adults over 18 years of age in limited circumstances e.g. relative of existing player, where the individual explicitly agrees to abide by the terms and conditions and the ethos and spirit of FFF.

“Agreement” means both FFF Sports Ltd and you agree to be bound by these Terms and Conditions.

“Heja” is the attendance application we use to organise sessions and monitor session attendance. Use of Heja is obligatory. If you fail to use Heja we reserve the right to end your subscription. The Heja app must be downloaded to a compatible smartphone and each player must indicate their attendance or absence for every session to which they are subscribed.

“Location” means the venue at which a session or sessions are played.

“Long-term injury” is an injury that necessitates a break from sport for longer than four weeks.

“Session” means the weekly session, at the same day, time and location every week, that you are subscribed to and for which you have been given the Heja joining code.

“Stripe” is our payments application through which all subscriptions and payments are managed.

“Subscription” is a recurring payment for an individual weekly session that is paid on a quarterly basis, or other frequency as agreed from time to time. Subscribers may have multiple subscriptions running simultaneously.

“Terms” means the Terms and Conditions within this agreement that you are agreeing to by attending a session with us.

2. General

- 2.1. **Age** - FFF sessions are for adults only over the age of 25 predominantly. An adult is defined as being 18 years or over and in some limited circumstances we may offer places to players over 18 years of age.
- 2.2. **Access and attendance** - FFF sessions are for paying subscribers only. If a subscription is overdue we reserve the right to turn a player away. We do not accept ‘plus ones’, friends or ‘walks ups’ on the night.
- 2.3. **Gender** - Unless explicitly stated to be a women’s session, our sessions are open to people of any gender. Our open sessions are predominantly played by men but they are open to anyone and others are welcomed. Our women's sessions are run exclusively for women.

- 2.4. **How many sessions can I play in?** - Subscriptions are for a specific location, specific day and specific time slot. Your subscription entitles you to play only in that session. There is no swapping between sessions unless explicitly invited by FFF or offered a replacement session due to a weather cancellation or other cancellation of your usual session. You may of course purchase multiple subscriptions for different sessions that will.
- 2.5. **Risk of injury** - Football is a contact sport and all players play at their own risk. By subscribing you agree that you are playing at your own risk and that FFF Sports Ltd is not liable for any injuries that occur, however they are sustained.
- 2.6. **WhatsApp** - Every session has its own WhatsApp group and FFF as a whole has a community on WhatsApp for session-wide messaging from FFF. You don't have to be a member of the individual session WhatsApp group or the community but it is preferred.
- 2.7. **Attendance** - We use a free app called Heja to track session attendance. When you join we will add you to the WhatsApp group and the Heja code for your session is displayed in the group description. Once set up you can access the session schedule and indicate whether you are attending each week. Using Heja is a condition of our subscriptions.
- 2.8. **How many sessions per year?** - Our pricing is based on 48 sessions a year, allowing for bank holidays and cancellations. We play every week except two weeks at Christmas and sessions don't run on Bank Holidays.

3. Accepting Terms and Conditions

- 3.1. You are entering into an Agreement with FFF SPORTS LTD, registered in England and Wales at 20-22 Wenlock Road, London N1 7GU, under company registration number 12491932.
- 3.2. Please read these terms carefully before you commit to attending a session, pay for a taster session, or purchase a subscription. By purchasing a taster session or subscription, or attending a session, even if that session has been offered free of charge, on a complimentary basis, or at a discount, you agree to be bound and abide by these Terms and Conditions.
- 3.3. If you do not wish to be bound by these terms then you must not attend a session or purchase a taster session or subscription.
- 3.4. No variations of these Terms and Conditions shall be binding unless agreed with FFF Sports Ltd in writing.
- 3.5. These Terms and Conditions supersede any previous Terms and Conditions. We reserve the right to amend these Terms and Conditions

at any time. The prevailing Terms and Conditions are available on our website <https://fff.football/> and will be included in all invoices.

- 3.6. FFF Sports Ltd reserves the right to transfer these Terms and Conditions to another party or organisation.

4. Eligibility

- 4.1. FFF welcomes adult men and women over 25 years of age, and in some circumstances adults over 18 years of age. We do not under any circumstances accept players under the age of 18 years old.
- 4.2. If a player is found to have provided misleading information and is under the age of 18 years old the subscription will be cancelled and no refund will be payable.
- 4.3. If a player behaves contrary to our values, guidance and spirit, FFF reserves the right to cancel their subscription with immediate effect, and no refund of fees will be due.
- 4.4. Acceptance into our sessions is at the discretion of FFF owners, staff, reps, and volunteers, and is entirely at the discretion of FFF.
- 4.5. We may choose to amend our eligibility criteria from time to time. We reserve the right to make these changes at any point in time.

5. Subscriptions

- 5.1. All subscriptions are subject to availability. We maintain a cap on subscribers to ensure each session runs smoothly. We reserve the right to amend that cap at any time. If there is no room in a specific session we will offer you the opportunity to be placed on a waiting list.
- 5.2. All sessions are run on a quarterly subscription basis. We do not offer pay as you go. In some circumstances we may offer by agreement monthly subscriptions e.g. hardship.
- 5.3. As of the date of these terms our sessions cost £90/quarter per session, apart from the dedicated women's sessions that cost £84/quarter.
- 5.4. Where we offer an alternative subscription by agreement we reserve the right to apply an uplift to reflect the additional administration of running an alternative subscription.
- 5.5. Subscriptions are payable in advance prior to attending your second session.
- 5.6. Before you subscribe you will purchase a one off taster session at a cost of £7.50. This will be payable in advance at least 48 hours prior to the session you wish to participate in.

- 5.7. Following payment for a taster session a subscription to the relevant session will be set up for you. Following your taster session you will be sent an invoice for an ongoing subscription and your registered card will be charged. If you do not wish to purchase a subscription after your taster session you must advise us and we will cancel the subscription.
- 5.8. Your subscription will be charged every quarter going forwards until you request a cancellation.
- 5.9. Your subscription will automatically charge you every quarter unless you notify us you are leaving.
- 5.10. If for any reason a subscription payment fails, a subscription is not collected, or a player is found to have been playing without a valid and live subscription in place FFF will charge the player for any unpaid subscription, including, if required, an Administration Fee.
- 5.11. Subscribers are responsible for ensuring their contact details and payment method are up to date at all times. Personal details and payment method can be updated at <https://billing.stripe.com/p/login/4gw8x6bas9AX0ec6oo>
- 5.12. If you wish to terminate your subscription please contact FFF directly. Subscriptions will end at the next renewal date. Early termination is possible if supported by a medical certificate.
- 5.13. Any non-standard amendments to subscriptions e.g. changing payment date, may be charged an Administration Fee.

6. Payment

- 6.1. Payment for your first trial session is a one off charge of £7.50. That is payable prior to your first session for an agreed date. If you miss that date, without advising us, the fee is non-refundable. If you wish to attend on an alternative date you will need to agree another session date and pay the £7.50 fee.
- 6.2. All sessions following a trial session require a first subscription payment to be made in advance. You are not permitted to attend a further session until your subscription is paid. We reserve the right to turn players away where a subscription hasn't been paid.
- 6.3. All first payments must be made via our payment system Stripe using links provided by our administration staff or contained within emailed invoices. Subsequent payments will be taken from the registered card automatically. We do not accept cash or bank transfers.
- 6.4. We reserve the right to amend the costs of future sessions at any time and we will provide reasonable notice of a price change.

- 6.5. It is the responsibility of all players to ensure their subscriptions are up to date and paid. If for any reason a subscription payment fails, a subscription is not collected, or a player is found to have been playing without a valid and live subscription in place FFF will charge the player for any unpaid subscription, including, if required, an administration fee.
- 6.6. Where subscribers take multiple sessions a multi-session discount of 12.5% will be applied to all sessions for that subscriber. Multi-session discounts are only applicable to one subscriber and cannot be shared between subscribers.

7. Pitches and footwear

- 7.1. Subscribers must adhere to all footwear rules and guidance issued by venues. Venues may choose to amend their guidance at any time.
- 7.2. For 3G pitches - The Priory School, The County Ground, Redborne Upper, Stratton Upper, Herts Sports Village, Oaklands College, Bedford Academy, The New Croft, Kingsbrook School, Lea Valley Academy, Houghton Regis, St Mary's and Homerton College Sports Ground, and Grange Paddocks - All require firm ground (FG) football boots with plastic studs. Trainers, metal studs and blades are not allowed.
- 7.3. For 2G pitches - The Nobel School, Hitchin Boys' School, and Woughton Green - All require astro trainers, no studs of any kind are allowed.
- 7.4. Players not adhering to the footwear rules may be asked to leave the session by an FFF rep or a member of staff from the venue.
- 7.5. Appropriate footwear must be worn at all times while participating in a session.
- 7.6. Subscribers must remove all litter from pitches after use and any equipment must be left as it was found or better.

8. Session format and principles of play

- 8.1. We are a diverse club with players from a wide range of backgrounds. This is what makes us tick. We welcome everyone and everyone gets a game. If someone isn't as experienced as you, give them a bit of time to feel involved. If one team is beating the other by a margin of five goals, switch some bibs around and even up the teams.
- 8.2. Session attendance is indicated using the Heja app. Once you've been added to the WhatsApp group you will find a link to download Heja and the Heja code in the group description. Please download

Heja and join the relevant session. Use of Heja to indicate attendance is obligatory and non-negotiable.

- 8.3. Heja codes should not be shared with people outside FFF or anyone without a subscription. If you cancel your subscription you should exit the Heja group.
- 8.4. Our Session Reps arrange teams on a random basis each week depending on numbers. Typically we play 5, 6 and 7-a-side but we could play anything right through to 11-a-side. The teams will be picked with the intention of having equal abilities to create close, competitive games.
- 8.5. As casual small sided football there are no offsides, no referees, no subs, and everyone takes turns in goal. Periodically we will play an 11 a side game where offside should be applied but it is self managed with honesty.
- 8.6. There are three golden rules during games;
 - 8.6.1. **Golden rule 1** - If you kick a ball over the fence, go and get it immediately. If you fail to collect a ball immediately we reserve the right to charge £25 to replace the ball. If you attempt to find the ball but it can't be retrieved then no charge is payable.
 - 8.6.2. **Golden rule 2** - We don't tolerate over-aggressive play, verbal or physical abuse, or discrimination of any kind. Our reps reserve the right to ask you to leave if required.
 - 8.6.3. **Golden rule 3** - Everyone takes a turn in goal. Unless you have a specific and acceptable reason not to play in goal then everyone should take a turn. After you've done a reasonable stint, 5-7 mins, simply call "*Keeper swap [colour of team bibs]*" and get someone else to go in.
- 8.7. The general rules of football apply; proper throw-ins and goal kicks, the keeper can't pick up the ball from a pass back. There are no offsides. If you commit a foul you probably know it so stop and award a free kick to the opposition. After a goal play starts from a goal kick rather than a centre kick to keep the game moving quickly.
- 8.8. Take your turn in goal, work hard and get involved. There will be differing levels of skills, abilities and fitness, but everyone should do their bit for their team on the night.
- 8.9. Listen to the guidance from our session reps and respect their decisions. They will make decisions for the good of the session as a whole.

9. Session information

- 9.1. Every session we run has its own WhatsApp group. When you join a session - even while you have your first taster session - you will be added to that group.
- 9.2. The group description bar at the top of your WhatsApp page holds all the info you need to get started. If there's anything missing or you have a suggestion for additional information then please let us know.
- 9.3. Each session has a session rep, also listed in the group description. You can ask the session rep anything you need to know before, during or after the session.
- 9.4. The WhatsApp groups must be used responsibly.

10. Attendance

- 10.1. Once you have subscribed you are free to attend the specific session to which you have subscribed and that session alone.
- 10.2. Please ensure that you check the status of each session on Heja before attending. Periodically sessions may be cancelled for reasons outside our control and this will be shown on Heja.
- 10.3. If you choose not to attend a session you forfeit attendance and no refund will be offered and the subscription will not be extended. You are not obliged to attend each week.
- 10.4. Subscriptions are offered on a quarterly basis and renew based on the date of the subscription and not the number of sessions attended.
- 10.5. Subscribers are expected to arrive approximately 5-15 minutes before a session is due to start to be issued with a bib and to be ready to start their game as soon as the previous booking exits the pitch.
- 10.6. All players should exit the pitch promptly when the representative ends the session so that either the next session can start promptly or the venue representative can close the pitch for the evening.
- 10.7. A representative, volunteer, or employee of FFF may at their discretion request that a subscriber leave a session if there is a reason that their participation may be harmful to either themselves or others, or if there is a reasonable possibility that their attendance may be detrimental to the wellbeing of other subscribers or to the operation of the session as a whole.

11. Injuries and personal possessions

- 11.1. Football is a contact sport and injuries do occur. Subscribers play at their own risk and FFF is not liable for any injury that occurs.
- 11.2. Subscriptions will not be paused or suspended for short term injuries (<4 weeks), regardless of how they occur.
- 11.3. Where a long term (>4 weeks), self-certified injury occurs then a subscription can be cancelled by contacting our administration team. We reserve the right to request a medical certificate to evidence a long term injury.
- 11.4. If a subscription is cancelled due to long-term injury the player may retain their place in the session by continuing to subscribe at a nominal £5/month fee.
- 11.5. FFF will not be held responsible for the loss or damage to personal possessions brought to sessions. Individuals must ensure their possessions are kept safely and securely at their own risk.

12. Session cancellations

- 12.1. From time to time our sessions are cancelled for reasons outside our control e.g. extreme weather. In these circumstances we will use reasonable endeavours to offer an alternative session for that week, although this is not guaranteed.
- 12.2. All sessions will be displayed on Heja and any cancellations will be shown in Heja and advised in the relevant WhatsApp group.
- 12.3. In the event that a session is cancelled for reasons outside our control, and if no alternative is offered, no refunds will be provided but we may offer a credit, coupon, or discount for a future session.
- 12.4. If a session is suspended indefinitely due to pandemic, or for reasons outside our control, no refunds will be offered, subscriptions will be paused until sessions can be resumed.
- 12.5. On rare occasions we may need to cancel a session due to insufficient numbers. In these circumstances we will endeavour to provide an alternative session.

13. Refunds

- 13.1. Where refunds are agreed by FFF they will only be offered in units of one month and where a subscription is already purchased, a refund will only be offered for a maximum of two months of that quarter.

14. Photography and filming

- 14.1. Periodically we will take images and videos of sessions to use in marketing and advertising. By attending one or more of our sessions you agree to your photos or video footage being taken and the use of those videos and images in FFF marketing or advertising.
- 14.2. Subscribers are permitted to take their own footage of sessions. However, if any other Subscriber expresses that they do not wish for the session to be filmed then the subscriber taking the footage must stop and delete any footage from that session.

15. Behaviour and conduct

- 15.1. All subscribers attending sessions are expected to follow the instructions of the representative, volunteer, or employee of FFF in attendance at that session.
- 15.2. All subscribers should adhere to our five founding principles of inclusivity, well-being, enjoyment, community spirit, health and safety. Any subscriber behaving in a way at odds with those principles will be spoken to by a representative, volunteer or employee of FFF. If the behaviour continues they may be requested to leave a session.
- 15.3. Repeated poor conduct will result in the subscribers subscription being terminated and no refund will be offered.
- 15.4. Any subscriber inviting a spectator to a session is expected to ensure that the spectator conducts themselves in accordance with our founding principles.
- 15.5. Subscribers are expected to treat equipment owned by FFF, the venue, and other subscribers with respect.
- 15.6. Any subscriber reasonably suspected to be under the influence of alcohol or drugs will not be permitted to participate in the session.
- 15.7. Serious misconduct may result in a lifetime ban from FFF.

16. Complaints

- 16.1. We always aim to provide sessions, venues, and representatives that assure an excellent experience. If you have any issues with a session, a venue, venue staff, or with our own representatives please email wayne@fff.football and we will seek to resolve.
- 16.2. We will acknowledge your complaint but we may not be able to provide written responses in every circumstance.

17. Disclaimer

- 17.1. You agree to indemnify and hold harmless FFF Sports Ltd and its employees, representatives, volunteers, officers, and directors, from any liability, loss, claim, suit, damage, and expense, including reasonable legal fees and expenses, related to your subscription to and participation in its sports sessions under its prevailing Terms and Conditions.

18. Insurance

- 18.1. FFF Sports Ltd has in place Sports Business Insurance with Protectivity Insurance which includes Public Liability Insurance with a Limit of Indemnity for any one occurrence of £10,000,000.

19. Governing law

- 19.1. This Agreement and any non-contractual obligations arising out of or in connection with it shall be governed by, and construed in accordance with, English law.
- 19.2. FFF Sports Ltd reserves the right to transfer these Terms and Conditions or parts of these Terms and Conditions to another business or organisation.

20. Force majeure

- 20.1. We are not liable for failure to deliver a service or for delayed delivery of service for any reasons that are outside of our reasonable control such as but not limited to epidemics, extreme weather events, and political events.

Frequently asked questions

Can I play on a pay as you go basis? No, our regular sessions are by subscription only. Periodically we organise events or weekend sessions that are on a pay as you go basis but they are open to subscribers only.

Can I try a session? - Yes, we offer a one off session as a taster for a one off fee of £7.50. After this we need a minimum payment of one quarter in advance to continue within the group.

Do you offer refunds if I get injured? - No, except in exceptional circumstances. Players play at their own risk and this isn't pay-to-play, so if you get a knock and need to sit out a couple of weeks we don't offer a pro-rata refund. If you suffer a long term injury get in touch and we will help you out.

What if I can't afford to pay? We do have a small hardship fund available to us that we can use if you are struggling with payments. Please get in touch in confidence if you wish to discuss.

What should I wear? You can wear whatever you like, but we suggest comfortable, breathable sports clothing. If you fall over on the artificial pitches you can get grazes, especially on 2G surfaces, so it is worth considering garments with full arms and legs, but it's personal choice. Some players choose to wear shin pads but that is also optional. The only obligatory items are footwear, on 3G surfaces studs are generally required and on 2G surfaces astro trainers are required.

Can spectators attend the sessions? Yes, they are more than welcome, but we ask that they remain outside the pitch, either in a spectators area or outside the fence. However, we expect any spectators to behave appropriately. If they behave in a way that isn't conducive to our sessions they will be asked to leave.

Can I bring my children? No, our sessions are later in the evening and are for adults only. Leave your children at home please.