

## Terms and Conditions

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern England Hockey's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use the website.

The term England Hockey or EH or 'us' or 'we' refers to the owner of the website whose registered office is Bisham Abbey National Sports Centre, Bisham, Marlow, Bucks, SL7 1RR. Our company registration number is 04623333. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice. Due to its policy of updating and improving the site, EH may wish to change these Terms & Conditions from time to time and you agree to be bound by the Terms & Conditions which apply at the time of your use of the Site.
- Certain parts of our Site use "cookies" to keep track of your visit and to help you navigate between sections. A cookie is a small data file that certain websites store on your computer's hard-drive when you visit such websites. Cookies can contain information such as your user ID and the pages you have visited. The only personal information a cookie contains is information that you have personally supplied.
- We use cookies on our Site to enable us to deliver content that is specific to your interests and gives us an idea of which parts of the Site you are visiting and to recognise you when you return to the Site. Reading cookies does not give us access to other information on your computer's hard-drive and our Site will not read cookies created by other websites that you have visited.
- You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. If, however, you select this setting you may be unable to access certain parts of the Site. Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you access the Site.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trade marks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided

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for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

- The site may contain third party advertising and sponsorship and advertisers and sponsors are responsible for ensuring that material submitted for inclusion on the site complies with international and national law. England Hockey will not be responsible for any error or inaccuracy in advertising material.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England.
- If you need to contact England Hockey about these Terms & Conditions you may do so by post using the address given above or by email using this address [info@englandhockey.co.uk](mailto:info@englandhockey.co.uk).

### 1. Making a booking

When making a booking, it is your responsibility to make sure that all information provided to us is accurate.

### 2. Pricing

All prices on the Website and ClubSpark are in pounds sterling and include VAT unless expressly stated otherwise. We take care to ensure that all pricing information on the Website and ClubSpark is accurate but occasionally there may be an error. Prices of Back to Hockey and Walking Hockey sessions may vary from club to club, as it is subject to each club's individual discretionary pricing.

### 3. What is included

Our charges are for participation in the Back to Hockey or Walking Hockey Sessions for which you have booked.

### 4. Payment and refunds

We accept payment by the methods shown on our booking page. In providing payment card details, you confirm that you are authorised to use the card and authorise us, or our payment service provider, to take payment in full for the Back to Hockey or Walking Hockey session(s) that you have booked. Payment will normally be taken immediately when a booking is made. If we do not receive payment from you when due, we reserve the right to cancel your booking without any liability to you. Refunds, if applicable, will only be made using the payment method and/or to the card originally used for payment. Booking and transaction fees charged by the payment service provider are non-refundable (see <https://stripe.com/gb/checkout/legal> for details).

### 5. Cancellation rights

You can cancel your booking at any time. Refunds are provided at in line with the host clubs refund policy. It is strongly recommended that you speak to the club contact prior to booking to confirm their policy.

### 6. Accuracy of information

We try to ensure that all information on the Website and ClubSpark about Back to Hockey and Walking Hockey provided are correct. Any typographical, clerical or other error is subject to correction without any liability on our part. Any advice or recommendation given on the Website

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or ClubSpark or otherwise given to you by us, or any of our employees or agents, is followed or acted upon entirely at your own risk and we are not liable for such advice or recommendation.

### **7. Vitality Membership**

Individuals registering on the ClubSpark site for Back to Hockey are requested to share their Vitality Membership Number. In conjunction with our Privacy Policy, your data will be shared with Vitality in order to satisfy the services you are expecting. Including, but not limited to providing Vitality Membership Points. By providing your Vitality Membership Number you are providing consent to this.