



ACTIVITY & SESSION

TERMS AND CONDITIONS

Terms for bookings, attendance, cancellations, refunds, subscriptions and participation

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Football Development East Limited
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Document control

Document	Activity & Session Terms and Conditions
Policy owner	Football Development East Limited (FDE)
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Review date	30 th December 2027, or earlier where law, guidance or business arrangements materially change
Contact	0330 043 9456 info@fdeonline.co.uk

Important consumer notice

PLEASE READ BEFORE BOOKING

These terms form part of the contract between you and FDE. Important terms about payment, cancellation, refunds, subscriptions, photography and participation are highlighted so that they are not hidden. Nothing in these terms excludes or restricts rights that cannot lawfully be excluded under consumer law.

These terms are intended to protect the viability of FDE programmes as well as participants. FDE commits venues, staff, equipment and programme capacity in advance. Where the law permits, a customer who chooses not to use a booked place will not automatically be entitled to recover sums paid merely because the place was unused.

1. About FDE and when these terms apply

Football Development East Limited (company referred to in these terms as “FDE”, “we”, “us” or “our”) supplies sports coaching, SEND-focused activities, football programmes, camps, courses, events and related activities. These terms apply to bookings made directly with FDE and, where stated at the point of booking, to bookings made through an authorised booking platform, school, college, local authority, commissioning body or other partner.

The customer (“you”) is the adult making the booking or otherwise responsible for the participant. Where the participant is under 18, you confirm that you have parental responsibility or appropriate authority to make the booking and provide the information and permissions required for participation.

A booking becomes binding when FDE accepts it, confirms a place, takes payment, or permits participation following registration, whichever occurs first. Any material booking-specific information shown before purchase — including dates, venue, price, age range and programme description — forms part of the contract.

2. Booking information, prices and payment

- Prices and any unavoidable charges will be shown or notified before the booking is completed.
- Payment is due when stated on the booking page, invoice, payment plan or other written confirmation. FDE may refuse attendance, suspend a place or cancel future participation where payment is overdue.
- A place is personal to the registered participant and may not be transferred, resold or substituted without FDE’s prior agreement.
- Promotional codes, funded places, grants and concessions may carry additional eligibility conditions and have no cash value unless expressly stated.
- Where a booking platform processes payment, its payment-processing terms may also apply, but these FDE terms govern the delivery of the activity unless expressly stated otherwise.

3. Fixed-date leisure activities and cooling-off rights

Many FDE bookings are for sports, coaching or other leisure activities supplied on a specific date or during a specific period. Under regulation 28(1)(h) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013,

the usual statutory 14-day cancellation right for distance/off-premises contracts does not apply to qualifying leisure services where the contract provides for a specific date or period of performance.

WHAT THIS MEANS

For a qualifying fixed-date FDE session, camp, course or event, booking online does not by itself create a 14-day change-of-mind right. Your cancellation and refund position is therefore governed by these terms, subject always to rights that the law does not allow FDE to exclude.

Where a particular contract is not within that exemption and a statutory cancellation right applies, FDE will honour that right and provide the required information. Nothing in this section removes any statutory right that applies to the particular transaction.

4. Customer cancellations, non-attendance and withdrawals

FDE prices places on the basis that venue, staffing and programme costs are committed in advance. A participant's absence does not normally reduce those costs or make the reserved place available to another customer.

4.1 Missed individual sessions

If a participant does not attend a booked session for any reason — including illness, injury, holiday, transport difficulties, competing commitments or a change of mind — no refund, credit or replacement session is due unless FDE expressly agrees otherwise or the law requires it.

4.2 Cancellation before a camp, event or fixed-date booking

Where you ask to cancel, FDE may, at its discretion, offer a transfer or account credit. Any cash refund or cancellation charge will be determined fairly by reference to the timing of cancellation, whether the place can reasonably be resold, and costs or losses FDE has already incurred or cannot reasonably avoid. FDE will not retain more than it is lawfully entitled to retain.

4.3 Withdrawal from a course or block booking

Once a course or block has started, withdrawal by the participant does not create an automatic right to a refund for remaining sessions. FDE may offer a transfer or credit where operationally reasonable. If consumer law requires a refund or price reduction in the circumstances, FDE will provide it.

4.4 Exceptional circumstances

FDE may consider requests arising from serious or exceptional circumstances, but any goodwill payment, transfer or credit is discretionary and does not create a precedent or vary these terms for other bookings.

5. Cancellation, postponement or changes by FDE

FDE may make reasonable operational changes to a session, including changes to coach, pitch, room, timetable, format or other arrangements, where the overall service remains materially consistent with what was booked.

FDE may postpone, relocate, shorten or cancel an activity where reasonably necessary because of severe weather, lightning, unsafe playing conditions, venue closure, emergency, public authority action, safeguarding concerns, insufficient safe staffing, transport disruption or another event outside FDE's reasonable control.

Where a session cannot take place as planned, FDE will normally seek first to provide a reasonable replacement date, alternative venue, equivalent session or account credit. If FDE cannot provide the contracted service within a reasonable alternative arrangement, any refund entitlement will be dealt with in accordance with applicable consumer law. FDE does not exclude liability for sums that the law requires to be repaid.

FDE is not responsible for a participant's consequential costs — for example travel, accommodation, childcare, lost earnings or equipment costs — arising from a cancellation or change, except where liability cannot lawfully be excluded.

6. Subscriptions and recurring payments

Where a programme is sold as a monthly or other recurring subscription, the booking information will state the recurring price and frequency. Unless a fixed minimum term is expressly stated, the subscription continues on a rolling basis until cancelled.

Until the new statutory subscription-contract regime takes effect, a customer may cancel an FDE rolling subscription by giving one calendar month's notice by email to info@fdeonline.co.uk or accounts@fdeonline.co.uk. Charges falling due during the notice period remain payable and access continues during that period unless FDE agrees otherwise.

FDE will adapt its subscription process when the subscription-contract provisions of the Digital Markets, Competition and Consumers Act 2024 take effect. Those reforms are currently scheduled to commence in January 2027 and include clearer pre-contract information, reminders and straightforward cancellation arrangements.

FDE may change a recurring price on reasonable advance notice. If a price change is material, the customer may cancel in accordance with the cancellation arrangements notified with that change. FDE will not apply a price increase retrospectively.

7. Participant information, medical needs and SEND support

You must provide accurate and sufficiently complete information about the participant that is relevant to safe participation, including medical conditions, allergies, medication, disability, SEND, communication needs, behaviour/support needs and emergency contacts. You must tell FDE promptly if relevant information changes.

FDE is an inclusive provider and will consider reasonable adjustments individually. Where a participant requires planned toileting, independence or personal-care support, the arrangements may be recorded in an Individual Support Plan in accordance with FDE's Safeguarding and Personal Care arrangements.

Failure to disclose material information may mean that FDE cannot safely provide the activity. FDE may pause or end participation where, after reasonable consideration of adjustments and safeguarding needs, it cannot safely meet the participant's needs within the nature, staffing or competence of the service.

8. First aid, emergencies and medication

By registering a participant, you authorise appropriately trained FDE staff to provide reasonable first aid and emergency assistance within their competence. In an emergency, FDE may contact 999, provide relevant information to emergency services and arrange for the participant to be accompanied while reasonable attempts are made to contact you or the emergency contact.

Emergency clinicians make treatment decisions in accordance with the law and the patient's best interests or valid consent where applicable. These terms do not purport to give FDE legal authority to consent to medical treatment where FDE does not have that authority.

Medication will only be administered or supported where this has been agreed in advance or is reasonably necessary in an emergency and is within the staff member's training, competence and FDE procedures.

9. Conduct, safety and FDE's right to refuse or end participation

Participants and accompanying adults must follow reasonable safety, safeguarding and behaviour instructions and treat staff, other participants, officials, venues and property respectfully.

FDE may refuse admission, remove a participant from an activity, suspend participation or terminate a booking where this is reasonably necessary for safety, safeguarding, serious or persistent misconduct, abusive behaviour, non-payment, material non-disclosure, or conduct that materially disrupts the programme or puts others at risk.

Where termination results from the participant's or customer's material breach, there is no automatic entitlement to a refund. Any sum retained will be subject to applicable consumer law and will not exceed what FDE is lawfully entitled to retain.

10. Collection and leaving activities

Unless FDE has agreed otherwise, a child must be collected promptly by a parent/carer or authorised responsible adult. If you want a child to leave unaccompanied, FDE must receive the instruction in writing in advance and may refuse the arrangement where it considers this inconsistent with the child's age, needs, safeguarding plan, venue requirements or safety.

Late collection may require FDE to follow its safeguarding procedures. Where repeated or significant late collection causes FDE additional staffing or venue costs, FDE may seek to recover reasonable, clearly notified costs where lawful.

11. Clothing, equipment, weather and personal belongings

Participants must attend with suitable clothing, footwear and any items stated in the booking information. FDE may prevent participation where equipment or clothing creates a material safety risk.

For outdoor activities, customers should plan for changing weather. FDE may adapt or stop an activity in accordance with its weather, heat, lightning and safety procedures. Parents/carers remain responsible for applying sun protection before attendance and for providing suitable sun protection where requested. FDE will not routinely apply sunscreen without an appropriate agreed arrangement.

Personal property is brought to activities at the owner's risk. FDE is not responsible for ordinary loss, theft or damage unless caused by FDE's failure to exercise reasonable care or where liability cannot lawfully be excluded.

12. Photography, video and performance analysis

Photography or video used for promotional or marketing purposes will not be treated as automatically authorised merely because a child is booked onto an activity. FDE will obtain and record an appropriate consent or other lawful basis where required and will respect a valid withdrawal of consent for future use, subject to legal and practical limitations concerning material already lawfully published.

FDE may separately use photography/video for safeguarding, security, coaching, performance analysis or programme administration where there is an appropriate lawful basis and the use is explained in the relevant privacy information. Safeguarding restrictions apply in toilets, changing areas and personal-care situations.

13. Personal data and communications

FDE processes personal data in accordance with its Privacy Notice, UK data-protection law and safeguarding responsibilities. Operational communications about a booking — including changes, safety information, payment matters and programme administration — are service communications and may be sent where necessary to administer the contract.

Marketing is separate. FDE will send electronic marketing where the recipient has consented or where another lawful route applies, including the products-and-services "soft opt-in" where its legal conditions are met. Customers will be given a simple way to opt out of electronic marketing. Opting out of marketing does not prevent FDE sending necessary service communications.

14. Safeguarding

Safeguarding is a condition of FDE provision and takes priority over commercial considerations. Participants, parents/carers and staff must follow FDE's Safeguarding Policy and reasonable safeguarding instructions. Concerns may be reported to FDE at info@fdeonline.co.uk or 0330 043 9456. Where necessary, FDE may share safeguarding information with statutory agencies, the Football Association, a local authority, venue, commissioning body or other appropriate organisation in accordance with law and safeguarding guidance.

15. FDE's responsibility and legal rights

FDE will provide services with reasonable care and skill. Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability or statutory consumer right that cannot lawfully be excluded or restricted.

Subject to the paragraph above, FDE is not responsible for losses that were not reasonably foreseeable when the contract was made, losses caused by matters outside FDE's reasonable control, or business losses suffered by a consumer using the service for private purposes.

Participation in sport involves ordinary and inherent risks. Acceptance of those inherent risks does not remove FDE's duty to exercise reasonable care and skill.

16. Complaints and disputes

Please raise concerns promptly so that FDE has a reasonable opportunity to investigate and, where appropriate, put matters right. Complaints should be sent to info@fdeonline.co.uk or Football Development East Limited, 128 City Road, London EC1V 2NX.

These terms do not prevent a consumer from using statutory rights or any dispute-resolution route available by law. If a term is found unenforceable, the remainder of the terms will continue so far as legally possible.

17. Changes to these terms

FDE may update these terms for future bookings to reflect changes in law, guidance, safeguarding requirements or its services. The terms applying to an existing booking will not be changed retrospectively in a way that unfairly disadvantages the customer. Where a continuing subscription requires a material change, FDE will provide reasonable notice and any cancellation rights required by law.

18. Governing law

These terms are governed by the law of England and Wales. If you are a consumer resident elsewhere in the United Kingdom, you retain any mandatory protections and rights to bring proceedings available to you under applicable law.

19. Acceptance

CONTRACT ACCEPTANCE

By completing a booking, paying for a place, accepting a funded place where these terms were made available, or permitting participation after being given a reasonable opportunity to review these terms, you agree to be bound by them. Important terms — particularly payment, cancellation, refund and subscription terms — should also be brought to the customer's attention during the booking process.

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