

 **The Football Factory – Terms & Conditions**

**1. Bookings Made Online**

All bookings made via our website are subject to these Terms & Conditions and our **Player Code of Conduct**.

**Contract**

A contract is formed when your payment is processed and accepted.
If you're ever unsure whether your transaction was successful, please **contact the venue** directly to confirm and obtain your pitchbooking.com **booking reference number**.

**Price**

The price quoted at the time of booking is final. We are not responsible for technical errors that result in the display of incorrect prices.

**Payment**

All payments are processed securely via **PitchBooking.com** using **Stripe**, a PCI DSS-compliant payment provider.

* Football Factory does not store card details unless expressly permitted.
* Some card details may be stored securely for convenience, but are not accessible by Football Factory and will still require security verification when reused.

**Prepaid Bookings**

Full payment is required at the time of booking via debit/credit card.

**Cancellations**

* We reserve the right to cancel your booking and any future bookings if payment authorization is refused.
* If we cancel or amend your booking, your payment will be refunded. However, **we are not liable** for any additional costs or losses resulting from the cancellation.
* **Customers may cancel a pitch booking up to 24 hours in advance** of the scheduled time for a full refund.
* **Cancellations made less than 24 hours before the booking will not be refunded.**

## ****2. Children’s Party Terms & Conditions****

### ****Arrival & Party Obligations****

The Party Booker and guests must arrive **15 minutes before** the scheduled start time. This ensures time for registration and coach briefings.

### ****Party Packages****

We offer two exciting party packages to suit your celebration style:

#### 🎉 **Premier League Party**

* **1 hour of football** on the pitch
* **30 minutes in the party room** for food and celebration
* **Total duration: 1.5 hours**

#### 🏆 **Champions League Party**

* **1 hour of football** on the pitch
* **45 minutes in the party room** for food and celebration
* **Total duration: 1 hour 45 minutes**

Party rooms will be reserved based on the selected package. Please ensure guests vacate the party area promptly at the end of the allocated time. Guests are welcome to remain within the facility after their booking.

**Party Numbers and Additional Guests**

Exact party numbers can be confirmed with the venue prior to the party date. Please note that some venues have maximum guest limits, so be sure to check directly with them.

For parties with over 15 guests, an additional party host must be added to the package at a cost of £30, payable on arrival on the day of the party.

Any siblings attending who are not participating on the pitch but would like to share some of the party food can also be added at a cost of £6 per sibling.

### ****Food & Dietary Requirements****

* Food options are selected at the time of booking.
* Notify us in advance of **any dietary needs or allergies**.
* Extra food must be ordered at the time of booking. Late additions will be accommodated where possible but cannot be guaranteed.

### ****Decorations****

* You may bring your own decorations, but they must be approved by Party Host on Arrival**.**
* Only **adhesive putty (e.g Blu-Tack)** may be used, **no tape, pins, glue, or hanging hooks** are permitted.

### ****Party Cancellation Policy****

* Full payment is required at the time of booking via **PitchBooking.com**.
* **Cancellations made at least 14 days in advance** are eligible for a refund minus a **£20 administration fee**.
* **Cancellations within 14 days of the party date are non-refundable**.

**3. Health & Safety Guidelines**

* 🚪 **Emergency exits** are located in each corner of the facility. In case of emergency, evacuate via the nearest exit and gather in the **rear car park**.
* 🚭 The Football Factory is a **strictly no smoking** venue.
* ⚽ **Football is only allowed** on the artificial turf surfaces.
* 🗑️ Please use bins provided for all rubbish.
* 👶 Children must be **supervised at all times**.
* ⚠️ Do not tamper with equipment around the Arena.
* 🚫 **Enter the pitch only through designated gates**.
* 🔒 Close pitch doors during play.
* 🚫 **No food or drink** is allowed on the pitches.
* 👟 **No metal boots** permitted. Rubber or plastic moulded studs are recommended. When in doubt, use trainers.
* 🧼 **All footwear must be clean** before entering the pitch.
* 🚫 Do not swing on the goals or climb on netting.

For any questions or support with your booking, feel free to contact us directly. We're here to ensure you have a safe, exciting, and memorable experience at **The Football Factory**! ⚽🎉

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