NETBALL X EVENTS LTD

TERMS & CONDITIONS, PRIVACY NOTICE AND CODE OF CONDUCT

England and Wales | Version: October 2026

1. Who we are and these Terms

1.1 These terms and conditions ("Terms") apply to use of the Netball X Events website and to bookings for festivals, tournaments, sports events and related activities organised by Netball X Events Ltd ("Netball X Events", "we", "us" or "our").

1.2 Netball X Events Ltd is a company registered in England and Wales. Company number: [insert]. Registered office: [insert]. General contact: Info@netballxevents.com; telephone 07872 499626, Monday to Friday, 10am–7pm. Calls may be recorded for training, quality and monitoring where lawful and after any required notice.

1.3 "You" means the person or organisation entering into the booking contract with us. Depending on the booking, this may be a club, school, team, organisation, group leader, parent/guardian or individual participant. The identity of the contracting customer and who is responsible for each payment will be stated during the booking process or on the invoice.

1.4 "Group Leader" means the adult nominated to act as the main contact for a Team booking. "Team" means the club, school, team, organisation or group named in the booking. "Player" means a player registered for and accepted into the Event. "Participant" includes Players, parents, guardians, coaches, officials, volunteers, spectators and other people attending in connection with the Team. "Event" means the festival, tournament, tour or sports event described in the booking information. "Accommodation Booking" means a reservation for accommodation connected with an Event.

1.5 Please read these Terms and the relevant event information before booking. We will make the applicable terms available before you are asked to commit to a booking. By submitting a booking, you confirm that you have had a reasonable opportunity to read them. A Group Leader must share relevant terms, rules and policies with the Team and Participants, but this does not remove any legal duty we owe directly to an individual.

1.6 These Terms are written in English and are governed by the law of England and Wales, subject to any mandatory legal rights that apply to a customer. Any dispute will be dealt with by the courts of England and Wales where they have jurisdiction.

1.7 If any provision is held to be unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law. Nothing in these Terms excludes or limits a legal right that cannot lawfully be excluded or limited.

2. Enquiries, provisional bookings and confirmed bookings

2.1 Availability should be checked by calling 07872 499626 or emailing Info@netballxevents.com. Availability is not guaranteed until we confirm the booking in writing.

2.2 A booking may be requested by telephone or through the registration process on our website. The Group Leader must be aged 18 or over and authorised by the Team to make the booking. We may request information reasonably needed to check eligibility, capacity, safety and administration.

2.3 A provisional booking is not a confirmed booking and does not guarantee a place. Unless we state a different period in writing, a provisional booking must be completed within seven days of our acknowledgement. If it is not completed within that period, we may release the place.

2.4 A booking becomes confirmed when we send written confirmation identifying the Event and the booking accepted. Payment alone does not guarantee acceptance unless we have stated otherwise. If we cannot accept a booking, we will tell you and refund any payment received for the unaccepted booking, except for any amount properly due for a separate service already supplied and clearly agreed.

2.5 We may refuse a booking for a reasonable and lawful reason, including lack of capacity, failure to meet published eligibility or safety requirements, incomplete or materially inaccurate information, or a substantiated concern about serious misconduct. Decisions will be made fairly and proportionately, taking account of safeguarding and safety. We will explain the decision where appropriate and lawful.

2.6 If you request a change after confirmation, contact us as soon as possible. We will tell you whether the change can be made and any reasonable, disclosed cost arising from it. A change is not agreed until confirmed by us in writing.

3. Registration fees and payments

3.1 Event prices, registration fees, accommodation prices and payment deadlines will be shown on the relevant event page, booking information or invoice before you commit. Prices will be stated in pounds sterling and will explain whether VAT is included where applicable.

3.2 Unless the event page states otherwise, the Team tournament registration fee is £50 per Team. This is separate from any accommodation deposit, accommodation balance or other separately identified charge.

3.3 Payment may be made by the methods stated during booking, currently debit card, credit card (excluding American Express) or bank transfer. Bank-transfer payments should use the Team name and age group as the reference. A payment is treated as received when cleared funds reach the relevant account or the payment provider confirms successful payment.

3.4 We will not treat a booking as confirmed until the required registration payment has been received and we have issued confirmation, unless we expressly agree otherwise in writing.

3.5 Final balances for the Event and any accommodation arranged as part of the booking are normally due no later than 10 weeks before the Event start date. Your invoice or booking confirmation will identify the amounts due and the payment recipient. If a different deadline applies, it must be stated clearly in writing.

3.6 If an amount properly due is not paid by the due date, we will normally send a reminder and give a reasonable opportunity to resolve an administrative error or payment problem. If payment remains outstanding, we may suspend or cancel the affected booking where this is proportionate and lawful. Any cancellation charge will be assessed under clause 8 and will not exceed what we are legally entitled to recover.

3.7 If we discover a genuine pricing error before a booking is confirmed, we will contact you and explain the correct price. You may accept the corrected price or decline it. If you decline, we will refund payments made for the unaccepted booking. We will not use this clause to change an agreed price merely because our costs have increased.

3.8 Where lawful, we may charge simple interest on overdue sums at 3% per year above the Bank of England base rate, calculated daily from the due date until payment. We will not charge interest on a sum genuinely disputed in good faith while the dispute is being considered, unless legally entitled to do so.

4. Accommodation arrangements

4.1 Where accommodation is offered in connection with an Event, the booking information will explain whether Netball X Events is selling the accommodation itself, acting as an agent, or passing booking information to a separate accommodation provider. It will identify who the customer contracts with, who receives payment, and who is responsible for changes, cancellations and refunds.

4.2 After an Event booking is confirmed, we will normally send the Group Leader an accommodation invoice, booking link or instructions. Accommodation should usually be booked within three weeks of the information being issued, or by the specific deadline given in writing. Availability is not guaranteed after a holding period expires.

4.3 Unless the booking information says otherwise, the accommodation deposit is normally £50 per person and is payable when the accommodation is booked. It is separate from the Team registration fee. The accommodation booking is not confirmed until the relevant provider or authorised booking system confirms it and the required payment has been received.

4.4 Where separate family bookings are permitted, the Group Leader may share booking instructions with parents or guardians. The Group Leader must take reasonable steps to ensure the required participants complete their bookings by the deadline. Where a single group accommodation booking is required, the Group Leader must provide the requested details and payments by the stated deadline.

4.5 A late accommodation booking may not be possible. Before cancelling a Team or Participant because accommodation has not been booked, we will, where reasonably practicable, contact the Group Leader, explain what is missing and give a reasonable opportunity to resolve the issue. If the booking must be cancelled, any retained payment or cancellation charge will be assessed fairly under clause 8 and applicable law.

4.6 Accommodation type, location, room or unit allocation and configuration depend on availability and the provider's arrangements. We will not guarantee a specific unit, location or configuration unless confirmed in writing. We will pass on reasonable requests to the provider but cannot guarantee they will be met.

4.7 Each accommodation unit must have a responsible adult aged 21 or over listed and staying in that unit, unless we have expressly agreed a different arrangement in writing. School teams should contact us to discuss suitable arrangements. The requirement for an adult aged 21 or over does not replace the Team's separate safeguarding and supervision responsibilities.

4.8 Where the accommodation provider issues event wristbands or similar access credentials, Participants must follow the provider's reasonable check-in and access procedures. If a wristband is lost or cannot be presented, staff should first take reasonable steps to verify the person's identity and entitlement. Any refusal of access must be proportionate and consistent with safety, provider rules and applicable law.

4.9 Accommodation providers may have their own terms covering deposits, damage, behaviour, noise, check-in, cancellation and use of facilities. We will make relevant terms available or direct you to them before the accommodation booking is made. Terms imposed by a provider do not remove any rights you have against us under applicable law.

4.10 Teams and Participants are responsible for arranging their own transport to, from and during the Event unless the booking information expressly states that transport is included or arranged by us.

5. Eligibility, team information and responsibilities

5.1 Teams must enter Players in the correct published age group for the relevant season and must meet the event-specific eligibility criteria. Junior Teams must not play up an age group unless we have agreed in writing.

5.2 Where entry numbers are insufficient, we may propose combining compatible age groups or moving a Team to a suitable alternative competition, but only where we consider the arrangement reasonably safe and fair. We will inform the Group Leader of a proposed material change and explain the available options. If no suitable alternative is available or accepted, clause 7 applies.

5.3 The Group Leader must ensure that booking information is accurate, complete and updated promptly if it changes. Information may include team details, participant numbers, age eligibility, emergency contacts, medical or accessibility information needed for safe participation, consents and accommodation details.

5.4 The Group Leader must obtain appropriate authority and consents before providing personal information about Players or other Participants to us. For children, this will normally involve the relevant parent or guardian and, where applicable, the school or club. We will only request information reasonably necessary for booking, eligibility, safety, safeguarding and event administration.

5.5 Teams must comply with applicable laws, the relevant sport's rules, published event rules, venue and accommodation rules, and our safeguarding and conduct policies. Coaches and team officials must ensure that the Players in their care understand the rules relevant to them.

5.6 Teams are responsible for ensuring that coaches, team managers and other adults working with children have the checks, training and suitability required by applicable law and relevant governing-body guidance. DBS checks must be obtained where the role is eligible and a check is appropriate; a DBS check is not a substitute for safer recruitment, supervision, training or ongoing safeguarding.

5.7 The Group Leader must tell us promptly about a relevant safeguarding or safety concern that affects attendance or participation, sharing only information that is necessary and appropriate. We may take reasonable steps to protect participants, including requesting further information, imposing safety conditions or refusing participation where necessary and lawful.

5.8 Players and Participants must be fit to take part in the activities they undertake and must disclose relevant medical, allergy, disability or accessibility information needed for safe participation or reasonable adjustments. We will handle such information in accordance with our Privacy Notice. A medical condition or disability will not by itself be a reason to exclude someone; we will consider reasonable adjustments and safety requirements in the circumstances.

5.9 We may request further information by a stated deadline. If information is missing or materially inaccurate and this creates a genuine eligibility or safety issue, we will, where reasonably possible, give an opportunity to correct it before restricting participation. Any refusal or removal will be proportionate to the issue and subject to applicable law.

6. Changes requested by the customer

6.1 Requests to change an Event booking must be sent to Info@netballxevents.com. We will assess whether the requested change is possible, taking account of capacity, competition fairness, safety, supplier arrangements and timing.

6.2 Accommodation amendments requested within 70 days of the festival start date must be emailed to Info@netballxevents.com by the Group Leader. A £15 administration charge may be applied to each accepted amendment only where the charge has been disclosed in advance and is a reasonable reflection of the administration cost. Amendments cannot be made through the online portal during this period.

6.3 We will not normally accept accommodation amendments within 28 days of the festival start date because of provider and operational constraints. We may consider exceptional circumstances or corrections needed to address an error, accessibility requirement, safeguarding concern or other reasonable issue. Any provider charge will be explained where possible.

6.4 The 70-day and 28-day limits are administrative cut-offs, not a restriction on any statutory right or remedy that applies to the customer.

7. Changes or cancellation by Netball X Events

7.1 We may make reasonable minor changes to the programme, fixtures, presentation times, activities or event arrangements where necessary for safe and effective delivery. We will communicate material information to the Group Leader as soon as reasonably practicable.

7.2 A significant change includes a change to the Event date, principal venue, essential nature of the Event or a substantial part of the promised programme. If we make a significant change, we will inform the Group Leader and, where appropriate, offer the choice of accepting the change, accepting a suitable alternative Event, or cancelling the affected booking for a refund of payments for services not provided, subject to applicable law.

7.3 We will specify a reasonable deadline for responding to an offered alternative. We will not treat silence as acceptance of a significant change where that would be inconsistent with applicable law. If we cannot contact the customer after reasonable attempts, we will take a fair and lawful approach based on the circumstances.

7.4 Where we cancel an Event and the customer is entitled to a refund, we will process the refund within 14 days unless a different period is required by law or a longer period is agreed with the customer. Where a third-party accommodation provider holds the money or contracts directly with the customer, we will explain the applicable process and assist reasonably, without misrepresenting who is responsible for the refund.

7.5 We may cancel or restrict participation immediately where reasonably necessary to address a serious and immediate safeguarding, health, safety or security risk, or serious misconduct. Where practicable, we will explain the reasons and consider whether a less restrictive measure is sufficient. Financial consequences will be assessed fairly under these Terms and applicable law.

7.6 We are not responsible for personal expenses such as travel, kit, clothing or food that are not part of the booking, except where liability for those expenses arises under applicable law or an express written promise by us.

8. Customer cancellation and refunds

8.1 To cancel all or part of a confirmed booking, the Group Leader or contracting customer must email Info@netballxevents.com. Cancellation takes effect when we receive the notice. We will acknowledge it and explain any cancellation charge and how it has been calculated.

8.2 The £50 Team registration fee and accommodation deposit are not automatically non-refundable in every circumstance. We may retain an amount from a cancellation payment only where the relevant term is fair and lawful and the amount reflects a reasonable estimate of the direct loss or cost arising from cancellation, taking account of costs saved, refunds received from suppliers and reasonable opportunities to fill the place or resell the accommodation.

8.3 The following cancellation framework applies, subject always to clauses 8.2 and 8.6 and to any mandatory legal rights. More than 70 days before the Event: we may retain the disclosed registration fee and any evidenced, non-recoverable supplier costs reasonably incurred for the booking. Between 29 and 70 days before the Event: we may charge a proportionate amount reflecting likely unavoidable costs and losses, less costs saved or recovered. Within 28 days of the Event: we may charge a higher amount where supported by the remaining unavoidable costs and losses. We will not charge more than we are legally entitled to recover, and will explain the basis for the amount on request.

8.4 If an individual Player or Participant cancels, we will assess the cancellation in relation to that individual's booking and any direct impact on the Team booking. We will not automatically make the whole Team liable for an individual cancellation unless the Team's own contract and the actual, reasonable loss justify that outcome.

8.5 If a Team cancels because we have materially changed the Event and the customer has a right to cancel under clause 7, no customer cancellation charge will apply to the affected booking.

8.6 If cancellation is due to illness, injury, bereavement, travel disruption or another exceptional circumstance, contact us as soon as possible. We will consider the circumstances, any supplier refunds and any available alternative, without promising an exception in every case. Customers should consider suitable cancellation and personal accident insurance.

8.7 Cancellation charges are calculated using the date we receive the written cancellation notice. We will take reasonable steps to reduce losses, including seeking supplier refunds and filling released places where practicable. We will not recover the same loss twice.

8.8 Any refund due will be made to the original payer by the original payment method where reasonably possible, unless otherwise agreed. The timing will be explained when cancellation is confirmed and will comply with applicable law.

9. Events outside our reasonable control

9.1 An event outside our reasonable control may include severe weather, flood, fire, public health emergency, epidemic or pandemic, war, terrorism, civil disorder, industrial action, government restrictions, venue closure, serious safety concerns, interruption to essential services, or a decision by a competent sporting body or authority that prevents the Event from proceeding.

9.2 If such an event affects the Event, we will assess whether the Event can safely and reasonably proceed, be delayed, relocated, shortened or replaced. We will communicate material decisions to the Group Leader as soon as reasonably practicable.

9.3 We will not be liable for a failure or delay to the extent it is caused by an event outside our reasonable control, but this does not remove any refund, cancellation or other right that cannot lawfully be excluded. The financial outcome will depend on the services supplied, the terms of any relevant accommodation contract, the nature of the disruption and applicable law.

9.4 If only part of the programme is affected, we will consider whether a partial refund, credit, alternative activity or other remedy is appropriate and legally required. No remedy is guaranteed where the law does not require it, but we will act fairly and transparently.

10. Event programme, venue rules and conduct

10.1 We will make reasonable efforts to deliver the published programme and scheduled fixtures. Timings, fixtures and activities may change because of weather, safety, venue restrictions, decisions of officials, team withdrawals or other operational circumstances.

10.2 All Participants must comply with reasonable instructions from event staff, officials, venue staff and accommodation providers, particularly instructions concerning health, safety, safeguarding and access.

10.3 Participants must treat Players, officials, coaches, volunteers, staff, venue personnel, other spectators and local communities with respect. Abusive, discriminatory, threatening, intimidating or disruptive behaviour is not acceptable.

10.4 Illegal drugs and prohibited substances are not permitted. Participants must not attend or perform a role while impaired by alcohol, drugs or any other substance in a way that creates a safety, welfare or supervision risk. Any alcohol restrictions applying at a venue or to a youth activity must be followed.

10.5 Participants must wear suitable clothing and footwear for the activity. We may restrict participation in a particular activity where clothing or equipment creates a genuine safety risk, explaining the reason where practicable.

10.6 Participants must not enter playing areas unless authorised, damage property, interfere with fixtures, harass others, or publish content that unlawfully targets or harasses another person. Any restrictions on filming or social media will be communicated in the event rules.

10.7 Where a Participant breaches these Terms or a policy, we may give a warning, require the behaviour to stop, remove the person from an activity, restrict access, or remove them from the Event where reasonably necessary and proportionate. In urgent cases involving safety or safeguarding, immediate action may be required. We will consider the facts and any reasonable explanation before making a final decision where circumstances permit.

10.8 If removal is necessary because of a Participant’s serious misconduct or a serious safety risk attributable to them, we may refuse a refund for services already supplied or costs we cannot reasonably recover, to the extent permitted by law. We will not apply an automatic blanket forfeiture where that would be unfair or unlawful.

10.9 A Participant may be responsible for damage they cause, subject to the usual rules of law. A Group Leader is not automatically personally liable for every act of every Participant merely because they made a booking.

11. Safeguarding and supervision

11.1 The welfare and safety of children and young people are central to our Events. Our separate Safeguarding Policy, Code of Conduct and event-specific safeguarding instructions form part of the applicable event rules and will be made available before the Event.

11.2 Unless we expressly agree in writing to provide a specified supervision service, the Team, club, school, coach, team manager and parents/guardians remain responsible for arranging appropriate supervision of their Players. Netball X Events staff supervise the Event activities and respond to concerns within their roles at the tournament, whereas Gulliver's staff supervise activities and respond to concerns within their roles in the vicinity of Gulliver's; they do not automatically take over parental or team supervision responsibilities.

11.3 The Group Leader must ensure that parents/guardians know the supervision arrangements, accommodation address, emergency contact details and how children can raise a concern. Children must be told which trusted adult or safeguarding contact they can speak to if they feel unsafe or worried.

11.4 Teams must comply with applicable safeguarding law and relevant governing-body guidance, including safer recruitment, role-appropriate DBS checks, training, reporting and supervision. We may require reasonable evidence that appropriate arrangements are in place.

11.5 Safeguarding concerns must be reported promptly to the Event Safeguarding Lead using the contact details supplied before the Event. In an emergency, contact emergency services. We will record and respond to concerns in accordance with our Safeguarding Policy and applicable law, sharing information only where necessary and lawful. Staff and volunteers must not investigate allegations themselves or promise absolute confidentiality.

11.6 Accommodation and overnight supervision arrangements must be planned in advance, with suitable sleeping, washing and toilet arrangements, appropriate adult supervision, clear rooming arrangements, emergency procedures and consideration of individual needs. The requirement for an adult aged 21 or over in each accommodation unit is an accommodation rule and does not by itself establish that a safeguarding arrangement is adequate.

11.7 We may take immediate protective action, including separating individuals, restricting access, contacting parents/guardians or referring a concern to the appropriate authority, where reasonably necessary to protect a child or other person.

12. Photography, filming and broadcasting

12.1 Photography, filming or broadcasting may take place at Events. Before the Event, we will explain the purposes for which we may use images and recordings, the lawful basis relied upon, how to raise an objection or restriction, and how to contact us about privacy.

12.2 We may use event images for event administration, reporting, safeguarding, promotional materials, our website and social media only where we have an appropriate lawful basis and comply with applicable data protection law. Where consent is required or chosen as the lawful basis, it must be freely given, specific, informed and capable of withdrawal. Booking a place does not automatically constitute consent to every form of promotional use.

12.3 The Group Leader must tell us about any known photography restriction or safeguarding concern before the Event, where possible at least 14 days beforehand. A verbal reminder must also be given on the morning of the Event. We will take reasonable steps to respect restrictions and avoid identifiable images being used contrary to a valid objection or applicable law, although we cannot guarantee that an individual will never appear incidentally in a wide crowd shot or recording.

12.4 Parents/guardians and Participants must follow event rules about taking and sharing photographs or recordings, especially where children are identifiable. Do not photograph, film, publish or share images of a child where doing so breaches a restriction, safeguarding instruction or another person’s rights.

12.5 The detailed Photography and Video Policy and Privacy Notice will explain retention, access, publication, objection and complaint procedures. Where this clause conflicts with a mandatory legal requirement, the law will prevail.

13. Privacy notice

13.1 We process personal information in connection with enquiries, provisional registrations, confirmed bookings, payment administration, eligibility, accommodation, fixtures, emergency response, safeguarding, welfare, complaints, photography and event communications. The information we collect may include names, contact details, dates of birth or age, team details, booking and payment status, emergency contacts, medical or accessibility details, dietary information, consent records, safeguarding information, correspondence, photographs and recordings.

13.2 We use personal information only where we have a lawful basis, such as taking steps at your request before a contract, performing a contract, complying with a legal obligation, pursuing legitimate interests where those interests are not overridden by an individual’s rights, obtaining consent where appropriate, or protecting vital interests in an emergency.

13.3 Health, disability, allergy and certain safeguarding information may be special-category or otherwise sensitive information. We will process such information only where a lawful condition applies, only to the extent necessary, and with appropriate access controls. We will not assume that a general booking consent is sufficient for all sensitive-data processing.

13.4 We may share necessary information with accommodation providers, venues, booking platforms, payment processors, insurers, professional advisers, event suppliers, first-aid or medical providers, safeguarding leads, schools, clubs, relevant governing bodies, regulators, police or children’s services where reasonably necessary and lawful for booking delivery, safety, safeguarding, legal compliance or dispute management. We do not sell personal information.

13.5 We will use appropriate technical and organisational security measures. No method of transmission or storage can be guaranteed completely secure, but we will take reasonable steps to protect information against unauthorised access, loss, alteration or disclosure.

13.6 We will retain information only for as long as reasonably necessary for the purpose for which it was collected, taking account of legal, accounting, insurance, safeguarding, complaint and limitation-period requirements. Our published retention schedule will specify periods or criteria for each category of information. Sensitive safeguarding and medical information will be access-restricted and reviewed for deletion when no longer needed, subject to lawful retention requirements.

13.7 Depending on the circumstances, individuals may have rights to access, correct, erase or restrict processing of their information, object to certain processing, withdraw consent where consent is the lawful basis, or request data portability. These rights are subject to legal conditions and exceptions. Requests should be sent to [insert privacy contact email and postal address]. Individuals may complain to the Information Commissioner's Office at ico.org.uk.

13.8 We will provide any required information about international transfers, data processors, cookies and online tracking in the relevant website privacy or cookie notice. We will update our privacy information when our processing changes materially.

13.9 Group Leaders must take reasonable care when collecting, storing and sharing participant information. Medical, safeguarding and children's information should not be circulated in open group chats or shared with people who do not need it.

14. Insurance and financial protection

14.1 We do not provide personal accident, medical, travel, cancellation or personal property insurance for Participants unless the booking information expressly says otherwise. Teams and Participants should consider suitable cover for the activities, accommodation and travel involved.

14.2 If we arrange or sell accommodation or other travel services with an Event, we will assess and comply with any applicable legal requirements, including any financial protection or insolvency protection requirements. Nothing in these Terms is intended to exclude a protection that the law requires.

14.3 If you ask, we will explain what insurance we hold that is relevant to the Event, subject to the terms of the policy and any applicable confidentiality restrictions. Insurance information does not itself expand or reduce a party's legal liability.

15. Liability

15.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

15.2 We will provide the Event services with reasonable care and skill where required by law. If we fail to meet a legal obligation, the remedies available to you will be those provided by the contract and applicable law.

15.3 Subject to clause 15.1 and applicable law, we are not responsible for loss that was not reasonably foreseeable when the contract was made, loss not caused by our breach, or business losses incurred by a customer booking as a consumer. This clause does not exclude a remedy that a consumer is entitled to by law.

15.4 We are not responsible for loss, theft or damage to personal property where the loss is not caused by our breach of duty or negligence. Participants should take reasonable care of valuables and follow venue security instructions.

15.5 Where a service is supplied by an independent accommodation provider, venue or other supplier, the booking information will explain the supplier's role and the party responsible for the service. Nothing in these Terms excludes any responsibility that the law places on us, including any responsibility that may apply if the Event and accommodation constitute a regulated package.

15.6 Subject to clause 15.1, where the law permits a financial limit on our liability, any limit must be reasonable in the circumstances and must not deprive a consumer of a remedy or reduce a statutory right that cannot lawfully be limited. No general cap in these Terms applies where it would be unlawful or unenforceable.

15.7 Participants and Teams must take reasonable care for their own safety and follow reasonable instructions. This does not remove our own duties or liability for our acts or omissions.

15.8 We will not require a Group Leader to indemnify us for every act or omission of every Participant. A party may be responsible for loss caused by its own breach or unlawful conduct in accordance with ordinary legal principles. Any specific indemnity must be separately drafted, clearly explained and reviewed for fairness and enforceability.

16. Complaints and disputes

16.1 If you are unhappy with our service, contact Info@netballxevents.com and explain the issue, the booking reference, what happened and the outcome you are seeking. We will acknowledge complaints within [five] working days and aim to provide a substantive response within [20] working days. If more time is needed, we will explain why and provide an updated timescale.

16.2 Safeguarding concerns, urgent safety issues or allegations involving a child must be raised immediately with the Event Safeguarding Lead or emergency services where appropriate. They must not wait for the ordinary complaints timetable.

16.3 If you remain dissatisfied, you may request a review by [Director/Complaints Lead]. We will explain any further available route for resolving the complaint. Nothing in this clause prevents a customer from contacting a regulator, seeking independent advice or exercising legal rights.

16.4 We will handle complaints fairly, keep appropriate records and share information only where necessary and lawful.

17. Intellectual property and website use

17.1 Unless stated otherwise, the website content, text, graphics, logos and other materials are owned by or licensed to Netball X Events Ltd.

17.2 You may view and print material for personal, non-commercial use connected with a booking. You must not reproduce, adapt, distribute, sell or commercially exploit website materials without our prior written permission, except where permitted by law.

18. Changes to these Terms and notices

18.1 We may update these Terms for future bookings. The version applicable to a booking will be made available when the booking is made. We will not make a material change to an existing contract without a lawful basis and, where required, the customer's agreement.

18.2 We may make operational updates that do not materially reduce the services promised, where reasonably necessary for safety, legal compliance or event delivery. We will notify the Group Leader of material changes.

18.3 We will normally contact the Group Leader using the email address or telephone number provided. The Group Leader must keep contact details current and share material event information with the relevant Participants.

18.4 These Terms, the booking confirmation, the event-specific information and any expressly incorporated policy form the contract, subject to any mandatory legal rights. If documents conflict, the specific booking confirmation will take precedence for booking-specific details, and mandatory legal requirements will always prevail.

Appendix A — Code of Conduct

Purpose. Netball X Events aims to provide safe, welcoming and enjoyable events. This Code applies to Players, parents, guardians, spectators, coaches, team managers, Group Leaders, officials, volunteers, staff and other Participants.

Parents, guardians and spectators must encourage enjoyment, effort, fair play and teamwork; respect Players, coaches, officials, staff and other spectators; use appropriate language online and in person; follow event instructions; and raise concerns calmly through the appropriate channel. They must not bully, ridicule or pressure Players, abuse officials, use discriminatory or threatening language, enter playing areas without permission, attend while impaired in a way that creates risk, or publish content that harasses or unlawfully targets another person.

Coaches, team managers and Group Leaders must put Players' welfare first; promote inclusion and respect; communicate clearly; supervise Players in accordance with their agreed role; ensure appropriate consents and emergency information are in place; follow safeguarding procedures; report concerns promptly; and challenge poor behaviour appropriately. They must not abuse a position of trust, humiliate Players, encourage dangerous play, ignore injuries or safeguarding concerns, or carry out their role while impaired.

Players must play fairly and safely, respect umpires and other Participants, follow instructions, support teammates, show good sportsmanship, treat everyone with dignity and tell a trusted adult if they feel unsafe or worried. Players must not bully, threaten, discriminate, damage property, use abusive language, harass others online, or bring prohibited substances to the Event.

Breaches. Depending on seriousness and risk, action may include a reminder, warning, removal from an activity, restriction of access, removal from the Event or referral to a safeguarding lead, governing body or appropriate authority. Decisions will be proportionate to the circumstances. Any financial consequences will be dealt with under the Terms and applicable law; removal does not automatically mean that every payment is forfeited.

Appendix B — Safeguarding policy: minimum operational statement

Netball X Events will maintain a separate, detailed Safeguarding Policy with a named Safeguarding Lead and Deputy, contact details, reporting routes, procedures for allegations and disclosures, referral arrangements, safer recruitment and training expectations, supervision and overnight accommodation standards, missing-child procedures, first-aid and emergency arrangements, photography and digital communications rules, incident recording and periodic review.

Before each Event, we will identify the person responsible for safeguarding during the Event and communicate how concerns can be raised. Staff and volunteers must act promptly on concerns, record facts accurately, avoid conducting their own investigation, and refer matters to the appropriate statutory or governing-body safeguarding service when required.

Team and parental supervision responsibilities must be stated in the event-specific information. Any arrangement in which Netball X Events assumes direct supervision or care of children must be expressly described and reviewed in advance. This summary does not replace the full Safeguarding Policy.

Appendix C — Items to complete before publication

1. Insert the company registration number and registered office address.

2. Insert a privacy contact email/postal address and publish a detailed retention schedule and cookie notice.

3. Confirm who contracts with the customer for accommodation, who receives the money and who is responsible for refunds.

4. Obtain a legal assessment of whether the Package Travel and Linked Travel Arrangements Regulations 2018 apply to each festival package and implement any required financial protection.

5. Obtain solicitor approval of cancellation charges, deposits, liability provisions, payment terms and consumer booking flows. Calculate cancellation charges from actual supplier commitments, costs saved and realistic resale opportunities.

6. Publish the full Safeguarding Policy, Photography and Video Policy, Complaints Policy, Privacy Notice, Code of Conduct and event-specific rules. Name the safeguarding lead and provide contact details.

7. Confirm that the 10-week final payment deadline, £50 registration fee, £50 accommodation deposit, £15 amendment fee, 70-day amendment period and 28-day cut-off are displayed consistently on the website, invoices and booking portal.

8. Confirm the exact event dates, cancellation deadline calculations, age-group rules, refund processing procedure, insurance arrangements and VAT treatment.

9. Ensure the booking website presents the applicable terms before payment, allows customers to retain a copy, and records the version accepted.

10. Remove all placeholders and have the final version approved by a solicitor before publishing.

Official guidance for legal review

- Competition and Markets Authority, Writing a fair contract for customers: https://www.gov.uk/guidance/writing-a-fair-contract-for-customers
- Consumer Rights Act 2015, section 62: https://www.legislation.gov.uk/ukpga/2015/15/section/62
- Package Travel and Linked Travel Arrangements Regulations 2018 guidance: https://www.gov.uk/government/publications/package-holidays-complying-with-regulations-guidance-for-businesses
- ICO, Children and the UK GDPR: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/childrens-information/children-and-the-uk-gdpr/
- NSPCC Learning, Safer activities and events: https://learning.nspcc.org.uk/safeguarding-child-protection/safer-activities-events