

St Dunstan's Pitch booking terms and conditions.

1. By making a booking for a pitch through the Site, you are making a request to book tickets for the relevant pitch subject to these Ticket Terms. Please note that this does not mean that your request has been accepted.
 2. We will only be bound by an on-line booking through the Site once we have processed your payment.
 3. Booking prices relate to the pitch and time you wish to book, not the day or time at which you purchase your booking. Pitches are booked at the price displayed on the Site for the relevant pitch and booking time. All prices and fees include any applicable value added tax. Please note that booking prices vary.
 4. It is not possible to use any promotional vouchers or codes to book tickets through the Site unless expressly stated otherwise on the voucher or code.
 5. Bookings are subject to availability and are generally non-refundable. We are under no obligation to refund you or exchange your booking in the event that you make any error when purchasing your tickets through the Site (including but not limited to selecting the wrong date, pitch or time), however we will try to accommodate a move when possible. If you are excluded from the booking for any breach of these Booking Terms. or the Guest Admission Policy, However, we may, entirely at our discretion, refund you or exchange your ticket(s) in any of the situations mentioned above or where there has been any customer service issue that we consider warrants a full or partial refund or other offer of goodwill from us. Please note that, unless otherwise specified, any such refund will exclude the booking fee paid and any additional amounts paid for other items. Refunds will be made to the same payment card used to make the booking.
 6. Should you not be able to attend your booking If we receive in writing your request to postpone the booking with no less than 24 hours' notice we will move the booking to an alternative date on your behalf. Should we not receive the full 24 hours' notice no credit or refund will be offered. The email to send your letter of postponement to is Football@sdmail.org.uk
 7. We reserve the right to cancel a booking, substitute an alternative pitch or vary the time of a booking, if necessary for any reason. If a booking is cancelled or its timing altered or is not as booked, the duty manager will have the discretion to do either of the following:
 1. refund to you the cost of tickets already purchased; or
 2. to issue a replacement booking for the same value at an alternative date or time, but we shall not be liable to reimburse you for any expenses or any other losses incurred (including but not limited to travelling costs and car parking costs).
- 1. Liability**
1. Nothing in these Booking Terms affects your rights under the law or excludes or limits our liability for fraud or for death or personal injury resulting from our negligence. In all other circumstances, our liability to you shall be limited to the price paid for your Booking
- 2. Your information**
1. We believe that purchasing Pitches through the Site is absolutely safe. We use the latest industry standard encryption technology to keep visitors' personal information safe. All ordering information (including names and credit card details) is encrypted for maximum

security. Credit card and billing information cannot be read as it travels to our booking system.

2. When you purchase your tickets through the Site, we shall collect your information in accordance with our Privacy Policy.

3. General

1. "St Dunstan's Enterprises", "SDE" "we", "us" and "our" means the relevant company within the St Dunstan's Enterprise Group as is indicated to you at the time that you place your order.
2. "St Dunstan's Enterprise Group" means College Hire Limited and its subsidiaries and holding companies and the subsidiaries of such holding companies (as such terms are defined in S.1159 Companies Act 2006) from time to time.
3. The VAT number for St Dunstan's Enterprise is 115 2924 34.
4. For the purposes of your contract to purchase any pitch bookings, such contract will be with the company within the St Dunstan's Enterprise that is identified as the supplier of the booking at the time that you make your booking.
5. For identity purposes, the address of St Dunstan's Enterprise is St Dunstan's College, Stansted Road, London SE6 4TY.
6. St Dunstan's Enterprise's reserves the right to change these Booking Terms at any time without notice. Such changes will be posted on www.stdunstansenterprises.co.uk. Alternatively you can obtain a copy of the latest Booking Terms by emailing Ents@sdmail.org.uk
7. We may assign, transfer or deal in any other way with our rights and obligations under these Booking Terms to any party at any time without notice to you. You may not assign such rights and obligations.
8. If any part of these Booking Terms is unenforceable, invalid or illegal, the enforceability, validity or legality of any other part of the Terms will not be affected or impaired in any way.
9. These Ticket Terms are governed by English law and you agree to submit to the non-exclusive jurisdiction of the courts of England and Wales.