

## Terms and Conditions

### YOUR CONTRACT WITH US

Your contract is with The Catapult Club Limited, Company number 06407430 of 6 Ranmere Street, Balham, London, SW12 9QQ trading as The Catapult Club.

To make a booking and to attend a Catapult Club Experience you must be female and over the age of 18 years. We require a completed booking form and payment in full, as stated on the booking form.

If the person making the booking, books for additional persons, then the person making the booking accepts the conditions on behalf of all persons booked and it is the responsibility of such person to ensure that they are aware of these terms and conditions.

Your contract with us comes into existence as soon as we issue our confirmation invoice to you.

### AVAILABILITY

All Catapult Club Experiences are held at various venues and are subject to availability at the time of booking.

### PAYMENT

An invoice for the cost of the Experience will be issued at the time the booking is confirmed. Please note there is a 2.4% charge for paying by Credit Card. There is no charge for paying by Debit Card or cheque.

### PRICE

All prices shown on this website are per person. Please note that information and prices on this website may change from time to time. You must therefore ensure that you check all details of your chosen Experience at the time of the booking.

### PRICE GUARANTEE

Once you have paid and received your confirmation, the price of your Experience is guaranteed. Confirmation with full details of your booking will be sent once your payment and booking form has been processed.

### ARRIVAL AND DEPARTURE

For our residential courses, as venues differ, we will issue you with individual information with our confirmation invoice regarding time of room availability on day of arrival and day of departure.

### IF YOU MAKE CHANGES TO YOUR BOOKING

If after our confirmation invoice has been issued you wish to make a change to your booking we will endeavour to make the changes requested, although it may not always be possible. We make an administrative charge of £15.00 per person plus any costs incurred in making the changes.

### CANCELLATION BY YOU

You may cancel your booking at any time, written notification from the person who made the booking must be received at our offices, the date of cancellation will be the date the notification is received by us.

The following cancellation charges will apply:

#### All non-residential courses

If you cancel your Experience more than 30 days before the date of the Experience you will be charged 25% of the Experience cost.

If you cancel your Experience between 29 days and 7 days before the date of the Experience you will be charged 50% of the Experience cost.

If you cancel your Experience 7 days, or less, before the date of the Experience then you will be charged 100% of the

Experience cost.

If you cancel within 7 working days of you receiving our confirmation invoice there will be no cancellation charge.

All residential Courses

If you cancel your Experience more than 60 days before the date of the Experience you will be charged 25% of the Experience cost.

If you cancel your Experience between 59 days and 30 days before the date of the Experience you will be charged 75% of the Experience cost.

If you cancel your Experience 29 days, or less, before the date of the Experience then you will be charged 100% of the Experience cost.

If you cancel within 7 working days of you receiving our confirmation invoice there will be no cancellation charge.

## EARLY DEPARTURE

If you choose to leave before the end of the Experience you will not receive a refund, if you leave early because you believe the Experience is deficient in some way you should follow the complaints procedure set out below.

## IF WE MAKE CHANGES TO YOUR BOOKING

Whilst it is unlikely that we will have to make any changes to the Experience after you have booked, we reserve the right to make minor changes both before and after your booking has been made.

If we make a major change to the Experience that you have booked we will inform you immediately and offer you the following alternatives:

1. Accepting the changes to the arrangements
2. Accepting an offer of an alternative Experience of comparable standard from us, if available. (If the alternative is of less cost we will refund the difference)
3. Cancelling your booked Experience and receiving a full refund of all monies paid

## CANCELLATION MADE BY US

We reserve the right in any circumstances to cancel your Experience. If we do so (except where the cancellation is due to your failure to pay the required payment) you can choose either to take an alternative Experience, if available, (if the alternative is of less cost we will refund the difference) or to have all your monies refunded in full.

## SPECIAL REQUESTS

We will make every reasonable effort to meet all special requests made by you after we have confirmed your booking but unfortunately we cannot always guarantee to do so. Any special requests made by you prior to the confirmation of your booking, and accepted by us will be met.

## COMPLAINTS

If you have a complaint during your Experience please inform your group leader who will endeavour to deal with the cause of your complaint. If you are not satisfied that your complaint has been dealt with adequately you must write to Customer Services, The Catapult Club Limited, 6 Ranmere Street, Balham, London, SW12 9QQ within 28 days of you completing your Experience.

## OUR LIABILITY TO YOU

Our obligations, and those of our suppliers providing any service or facility included in your Experience, are to take reasonable skill and care to arrange for the provision of such services and facilities and where we or our supplier is actually providing the service or facility, to provide them and to do so with reasonable skill and care. We will accept liability if something we do or fail to do causes death or injury. We will also accept all liability for damage to your

property if the cause is our fault.

We will not be liable for losses which were not foreseeable by both ourselves and you when this contract was entered into, or for losses which were not caused by any breach of these terms and conditions by us or for any business losses or other non-consumer related losses (such as loss of profits or loss of opportunity). If the contract we have with you is not performed or is improperly performed by us we will pay you appropriate compensation if this has affected your enjoyment of the Experience. We will not be liable for any failure in the performance of the contract is due to you, or a third party or a unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised.

It is a condition of the acceptance of liability that you notify us of any claim in accordance with the conditions relating to complaints. Where any payment is made to you or any member of your party the person must assign to ourselves, or our insurers, any rights they may have to pursue any third party and must agree fully to co-operate should our insurers or we wish to enforce those rights.

## PERSONAL EFFECTS

We cannot accept liability for any valuables. Secure storage is not available at all venues.

## DATA PROTECTION

As a result of your making your booking, we will obtain details of your name and address and possibly other information about you which will constitute "personal data" for the purposes of the Data Protection Act 1998. We will process this personal data for the purposes of providing your Experience (including sending your details to third parties e.g. the venue for the Experience) and sending you information about The Catapult Club and further offers and services from us. By agreeing to these terms and conditions you will be deemed to have consented to this processing. If you do not wish to be placed on our mailing list to receive information about The Catapult Club and future offers and services please write to:

Data Protection Catapult Club, 6 Ranmere Street, Balham, London, SW12 9QQ

## BROCHURE AND WEBSITE ACCURACY

Although every effort is taken to ensure that only the most accurate information appears on the website and in our brochures, such information may be changed at any time without notice.

## ELECTRONIC COMMUNICATION

We will normally communicate electronically with you and accept communications sent by you electronically. However, the electronic transmission of information cannot be guaranteed to be accurate or error free as it is transmitted over public networks and could be intercepted, corrupted, lost, destroyed, arrive late or incomplete or otherwise be adversely affected. Each of us agree to use reasonable procedures to check for the most recently known viruses before communicating electronically, but we accept that such procedures cannot be guaranteed to be virus free.

## HEALTH REQUIREMENTS

Certain parts of your Experience will involve physical activity, if you are pregnant, or not in good health you should inform us at the time of booking or as soon as you become aware of your condition and obtain medical advice before attending the experience.

Those taking part in any self defence course or other physical activity may be required to sign a disclaimer relating to that activity. The form of Disclaimer is available on our website.

## GOVERNING LAW

We will try and solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement and you want to take court proceedings this agreement shall at all times be governed and construed and enforced in accordance with English Law and both parties hereby submit to the exclusive jurisdiction of the English Courts.