



## **CLUBSZONE TERMS AND CONDITIONS**

### ***Clubszone Account and Password***

When you register with Clubszone and use our website you will be asked to create a password. You must keep this password confidential and must not disclose it or share it with anyone. You will be responsible for all activities and orders that occur or are submitted under your password. If you have any problems accessing your account, then please contact us through our contact us page.

### ***Payment Agreement***

When you make a booking on our website you will be asked to make payment via card transactions which are safe and secure through Stripe payments. Once you have made this payment you will receive a confirmation order with the details requested. This transaction is the agreed fee that you have paid Clubszone for the service you require.

### ***Booking amendments and cancellations***

If you have booked online, you will be able to cancel your booking 7 days before the holiday club week commences. For example, if the club operates from Monday 17th to Friday 21st July you will be able to cancel and make amendments to your booking up until Monday 10th July.

If you have booked over the phone or email, then you will have to get in touch by email 7 days before the club starts as stated above.

All online payments will be returned to your online wallet for future use or to make an alternative booking.

The website will not allow you to do this 7 days prior to the club starting.

### ***Refundable payments***

If you have funds deposited into your Clubszone Wallet and you no longer need them, you can get in touch with us to request a refund for this amount. Any additional funds that are in your wallet from subscription bonuses or from our extra 10% wallet deposit option then these will remain in your wallet or the balance will be cleared.

### ***Data Protection***

- Information will be stored on our full secure website when registering online
- [www.clubszone.co.uk](http://www.clubszone.co.uk) is secure with their SSL certificate stated a safe and secure connection
- Card payments are processed and protected by Stripe - Stripe has been audited by a PCI-certified auditor and is certified to [PCI Service Provider Level 1](https://stripe.com/docs/security/stripe).  
<https://stripe.com/docs/security/stripe>

### **How your data is used from time of booking to club ending**

- Online bookings will automatically add your children to our registers
- Excel sheet is then created which will contain a phone number and email address in case of communication is needed
- Signing In/Out sheets and registers will be printed and added to the manual folders
- Manual folders may include consent forms given on previous clubs that year
- Folders are collected from the Clubszone team and taken to the club venues
- Folders are locked away overnight at the venue until the next day
- Once the club has finished the folders are then returned to the Clubszone team
- Folders are then locked away at the main office safe and secure until next the next club

### ***Marketing and Promotions***

Online customers can opt out of receiving emails and texts regarding future clubs and dates related to their previous service purchased from Clubszone in their online account.

Clubszone will ask for permission when registering a new account or by a manual consent form when using the clubs.

The team will always make sure they have permission to send this kind of information before doing so.

### ***Third Party communications***

Clubszone will NOT use their customer information to send to other companies. The sole purpose for our customers data is for their own services and promotions relating to their clubs. Clubszone do use Trustpilot which is a review company that allows OUR customers to leave feedback regarding our services.

Clubszone is owned and operated by Clubszone CZ Limited a company registered in England and Wales whose registered office is Business Box, 3 Oswin Road, Leicester, LE3 1HR.

Company Registration No. 07989210