

# B<sup>2</sup> Cricket Ltd - Terms & Conditions

- Payment and/or your returned course form constitute your acceptance of these terms and conditions.
- Following receipt of your booking form and/or payment, B2 Cricket Ltd will send you an email to confirm your booking.
- Cancellations are subject to the following charges:
  - **More than 1 week prior to a course starting – 100% refund**
  - **Less than 1 week prior to a course starting – 75% refund**
  - **Any cancellations made less than 24 hours prior to the course commencing will not be refunded**
  - **Extenuating circumstances will be taken into account**
- Injury \*: In the case of any participants missing sessions due to injury refunds will be offered at 50% of the costs of the session missed.
- We do not ever cancel our sessions and will always look after all attendees for the stated course hours. Therefore no credit days or refunds will be issued in this case.
- B2 Cricket Ltd reserves the right to modify a programme due to adverse weather conditions, low attendance or other unforeseen circumstances.
- If a parent or guardian would like to make a complaint to B2 Cricket Ltd, then they should contact us via email at [mike@b2cricket.co.uk](mailto:mike@b2cricket.co.uk) or [luke@b2cricket.co.uk](mailto:luke@b2cricket.co.uk)

\* Please note that refunds or transfers to be issued due to injury or sickness need to be supported by an official doctor's certificate confirming that the participant's physical health is no longer suitable to take part in the remaining sessions.

**By making payment and/or completing the online booking form, you confirm that you are the parent or guardian of the child listed within the booking and have custody and control of him/ her and you confirm that:**

- You have read and accept all of our terms and conditions.
- You consent that we will only administer prescribed drugs, e.g. antibiotics or inhaler, to your child during the session if required.
- You consent that we may call upon emergency medical advice for your child if an incident requires it.
- You accept that there is an inherent risk of injury in our cricket programme.
- You consent to photographs of your child being taken while they are at a B2 Cricket session and used for marketing and coaching purposes.
- You consent to trained first aid personnel caring for your child in the event of an accident.
- B2 Cricket Ltd accept no responsibility for loss or damage or equipment that may occur during the sessions.

## **Privacy Policy**

This Privacy Policy governs the manner in which **B2 Cricket Ltd** collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.b2cricket.co.uk](http://www.b2cricket.co.uk) website ("Site"). This privacy policy applies to the Site and all products and services offered by **B2 Cricket Ltd**.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, place an booking, fill out a form subscribe to the newsletter and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information, Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities. Non-personal identification information We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **Web browser cookies**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

### **How we use collected information**

B2 Cricket Ltd collects and uses Users personal information for the following purposes: To improve customer service Your information helps us to more effectively respond to your customer service requests and support needs. To personalize user experience We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site. To improve our Site We continually strive to improve our website offerings based on the information and feedback we receive from you. To process transactions We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service. To administer a content, promotion, survey or other Site feature To send Users information they agreed to receive about topics we think will be of interest to them. To send periodic emails The email address Users provide for order processing, will only be used to send them information and updates pertaining to their order. It may also be used to respond to their inquiries, and/or other requests or questions.

### **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

### **Changes to this privacy policy**

B2 Cricket Ltd has the discretion to update this Privacy Policy at any time. When we do, revise the updated date at the bottom of this page,. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### **Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

