Customer Terms & Conditions

STUDIO FOOTBALL LIMITED

CUSTOMER TERMS & CONDITIONS

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Website: www.studiofootball.co.uk | Email: play@studiofootball.co.uk

Business: Studio Football Limited (Company No: 17443093), 5 Rochford Lofts, Pollards Close, Rochford, Essex, SS4 1GB, United Kingdom

Welcome to Studio Football! These Customer Terms & Conditions explain what you can expect from us and what we ask of you when making a booking. Please read them before booking. These Terms, our Booking, Cancellation & Refund Policy and your written booking confirmation together form the contract between you and Studio Football Limited. If there is any inconsistency between them, these Terms take priority. You must be aged 18 or over to make a booking. Nothing in these Terms affects your statutory rights as a consumer. Section 9C explains how these Terms apply if you book for a business, club or other organisation.

1. BOOKINGS AND CONFIRMATION

Bookings can be requested through WhatsApp or another contact method advertised on our website.

A booking is confirmed when:

We have agreed with you the experience or filming service, the number of players, the pitch or filming time, whether you are buying footage only, one shared film or one film for each player, the edit style or styles, the date, start time and location, and the total price.

You have received written booking confirmation from us.

We have received the required deposit.

If you are booking on behalf of other participants, please ensure that they (or their parents/guardians) receive the relevant participation and filming information. Each participant must complete our participation and filming form (which we call a waiver) before taking part. For a participant under 18 it must be completed by their parent or guardian, and the supervision arrangements set out in that form apply. For filming of a match or event that we do not organise, our External Filming & Media Consent form applies instead.

Before you pay, we will send you these Terms, the Booking, Cancellation & Refund Policy, our Privacy Notice and a summary of the key terms of your booking, as documents you can keep. Please keep them for your records.

2. PRICES AND PAYMENT TIMELINE

Payment Stage	Amount / Deadline	Key Conditions
At Booking	50% Deposit (unless we agree a different amount in writing)	An advance payment towards the total price. It is not a non-refundable deposit. If you cancel, we deduct only the amounts described in section 4 and refund the balance.

Payment Stage	Amount / Deadline	Key Conditions
Before Session Starts	Remaining 50% Balance	Must be paid at least 48 hours before your scheduled session. For bookings made fewer than 48 hours in advance, full payment is due on confirmation. If the balance is not paid by the due date, we will remind you; if it remains unpaid we may treat the booking as cancelled by you and section 4 will apply.

All prices are in pounds sterling. Experiences are priced by the number of players, the pitch time, whether you choose footage only, a shared film or individual films, and the edit style. Any per-player amount we show is the total divided by the number of players and may be rounded; the total price in your booking confirmation is the amount payable. Each additional 30 minutes of pitch time, where available, adds £50 to the booking, not per player. The total price we confirm to you before booking is the full amount payable for your package, including any external venue charge; we will not add mandatory charges afterwards.

3. CHANGING YOUR BOOKING (RESCHEDULING)

Rescheduling (at least 7 days' notice): You may reschedule up to twice free of charge, subject to availability. Each change needs at least 7 days' notice, and each replacement session must take place within 6 months of the original session date.

Rescheduling (fewer than 7 days' notice): Handled on a case-by-case basis. We will tell you before you decide whether any charge applies. Any charge will not exceed our actual net loss, calculated in the same way as a cancellation under section 4.

Exceptions: Customer change limits do not apply to postponements initiated by Studio Football (e.g., weather delays).

4. CANCELLATION & REFUND POLICY SUMMARY

Cancellation Element	Calculation Rule
Lost Booking Opportunity	We may retain up to 10% of total package price for genuine lost booking opportunities, only to the extent loss actually arises (e.g. if slot cannot be rebooked).
External Venue Costs	Separately deducted for documented, unavoidable venue cancellation costs genuinely incurred specifically for your booking. No double recovery of loss.
Preparation costs	Reasonable costs of preparation work done specifically for your session that we cannot recover or reuse.

Any deduction is limited to our actual net loss after we have taken reasonable steps to reduce it, such as re-selling your slot. We will explain how any deduction has been calculated and refund the balance within 14 days of receiving your cancellation, to the payment method you used.

To cancel, email play@studiofootball.co.uk. Your cancellation takes effect when we receive it.

No 14-day cooling-off period for experiences: because a Studio Football experience (including a Match Day or party) is a leisure service provided on a specific date, the 14-day right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply to it. This

section and the Booking, Cancellation & Refund Policy set out your cancellation rights instead. Your other statutory rights are unaffected.

Filming of other events: if you book as a consumer for us to film a match or event that Studio Football does not organise, you may cancel within 14 days of the day your booking is confirmed, without giving a reason, by emailing play@studiofootball.co.uk (you may use the model cancellation form we send with your booking, but you do not have to). If you asked us to film within those 14 days and you cancel after filming has started, you must pay for what we have provided up to the time you tell us, in proportion to the total price. If the filming has been fully provided at your request within those 14 days, you no longer have the right to cancel. After the 14 days, the rest of this section applies.

5. PARTICIPATION, SAFETY & CONDUCT

Football involves physical activity and carries ordinary sporting risks. Participants must:

Wear suitable sports clothing and footwear and follow safety instructions. You may tell us in confidence about any medical condition, injury or allergy, using our separate optional medical form or in person. You do not have to, but we can only take account of what we are told, and responsibility for deciding whether a participant is fit to take part stays with the participant or, for a child, their parent or guardian.

Refrain from participating if unwell or medically unfit.

Comply with our strict substance policy: Alcohol and illegal drugs are strictly prohibited during sessions.

Spectator & Sideline Conduct: Parents, guardians, and guests must maintain positive sideline behaviour. Abusive language or behaviour towards staff, referees, or players will not be tolerated.

Arrival Time: Sessions start promptly at the booked time. Late arrivals cannot extend session times if it impacts subsequent bookings.

Our right to refuse or stop participation: we may refuse, pause or stop a participant's involvement, or ask a spectator to leave, where reasonably necessary for safety or because of serious misconduct. Where a session is cut short because of serious misconduct by a participant or a member of your party, we are not obliged to refund the remainder of that session.

6. FILMING, DELIVERABLES & 30-DAY STORAGE LIMIT

Feature / Deliverable	Term / Limitation
Video Delivery Window	We aim to deliver the footage and films included in your booking within 14 calendar days of the session, using a restricted Google Drive link shared with the named recipients you give us. If delivery is delayed, we will explain the reason and provide an updated estimated delivery date. This target does not restrict your statutory rights. The delivery link is for you as the booking customer; if other participants would like the footage, please share it with them or ask us to send it to them directly.
30-Day Storage Limit	We retain delivered video files and raw footage in active storage for 30 calendar days after delivery, then remove customer access and delete them from active storage. Please download and back up your files within that period. Residual copies in Google Workspace’s recovery and backup systems follow Google’s applicable deletion cycles and do not extend customer download availability.

Feature / Deliverable	Term / Limitation
Other people in your footage	Other participants in your session may appear in your footage, and you may appear in theirs. At external venues, other players and spectators may also appear. Please share footage responsibly, particularly where children appear. Our Privacy Notice explains how we handle footage.

7. FILMS, MUSIC & SOCIAL MEDIA SHARING

Pure Football is filmed footage only, with no finished edit. For an edited booking you choose either one shared film featuring everyone or one individual film for each player, and an edit style: Classic Edit (formerly Football Star), or the premium Ultimate Edit or Extreme Edit, which have the same price. With premium individual films, each player may choose Ultimate or Extreme; a shared film has one agreed style.

Before editing starts, you can change between Classic, Ultimate and Extreme, paying or receiving any price difference. Once editing has started, we will quote for a requested change according to the work already done. These change arrangements do not affect your rights if agreed content is faulty or missing.

Each edited film is delivered in two versions. These are two versions of the same film, not two separately edited films:

Version with music: Includes background music that we generate using Adobe Firefly; we do not upload your footage to Firefly to create it. You may publish the film with its music on your own social media channels and share it with family and friends and, for a business booking, use it for the purposes agreed in your booking confirmation (see section 9C). The music is supplied as part of the film only: it must not be extracted, resold, used separately from the film or used to train artificial intelligence. We do not grant exclusive rights in the music, and music generated in this way may not be protected by copyright, so we cannot promise that a platform will never raise an automated claim. If a platform raises a claim on your video, contact us and we will help to resolve it, for example by providing evidence of how the music was created or supplying the version without music.

Version without music: Supplied without background music so you can add your own soundtrack directly on platforms like Instagram or TikTok.

8. CHILDREN'S IMAGES & PRIVACY

Marketing Consent: Filming is required to deliver your service. However, Studio Football will never use identifiable footage of participants or children in promotional advertising without the separate, optional marketing permission in our participation and filming form. Saying no to marketing does not affect your booking, and permission can be withdrawn at any time by emailing play@studiofootball.co.uk.

9. BAD WEATHER & CANCELLATIONS BY STUDIO FOOTBALL

If we postpone a session due to unsafe outdoor weather or operational issues (such as illness or equipment failure), the following applies.

Unsafe conditions may include lightning, ice, extreme heat or other weather making play unsafe. A venue closure or direction by a local authority may also prevent a session. We will notify you as soon as we can and:

We will offer a replacement date at no additional charge.

If no suitable alternative date can be agreed, we will refund everything you have paid for that session. If part of a session has already taken place, we will offer to complete it on another date or refund a fair proportion of the price. No customer cancellation charge applies when we postpone or cancel.

Nothing in these Terms excludes or restricts liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any liability or statutory consumer right that cannot lawfully be excluded or restricted. This clause does not reduce your rights under the Consumer Rights Act 2015.

9A. OUR RESPONSIBILITY TO YOU

We must provide our services with reasonable care and skill, in line with any description we have given you and within a reasonable time. If we do not, you may be entitled to ask us to repeat or fix the service or to a price reduction, under the Consumer Rights Act 2015. The edited videos we supply are digital content and must be of satisfactory quality, fit for purpose and as described.

If footage of your session is lost or unusable because of something within our control, we will offer to film the session again at no extra charge or refund the price paid for the affected part of your package, whichever you prefer.

We are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or failing to use reasonable care and skill. We are not responsible for loss that was not foreseeable when the contract was made or, for a consumer booking, for business losses, because we supply consumer bookings for private use only. Section 9C applies to business, club and organisation bookings.

9B. GENERAL

Complaints: if something goes wrong, please tell us. Our Complaints Procedure explains how we handle complaints.

Personal information: our Privacy Notice explains how we use personal information, including footage.

Changes to these Terms: the version of these Terms in force when you make your booking applies to that booking.

Governing law: these Terms are governed by the law of England and Wales. You can bring a claim in the courts of England and Wales; if you live in Scotland or Northern Ireland you may also bring a claim in your local courts.

9C. BUSINESS, CLUB & ORGANISATION BOOKINGS

This section applies where you book on behalf of a business, club, school or other organisation, or otherwise for purposes relating to a trade, business or profession, such as a Promo Shoot or Live Match Filming commissioned by a club. These Terms apply to that booking with the changes in this section; where this section conflicts with another part of these Terms, this section takes priority.

The statements in these Terms about consumer rights do not apply, including the cooling-off statements in section 4 and the Consumer Rights Act 2015 remedies in section 9A. We will provide our services with reasonable care and skill, and if footage is lost or unusable because of something within our control, we will offer to film again at no extra charge or refund the price paid for the affected part of the booking.

You may use the delivered footage and films, including the version with music, for the purposes stated in your booking confirmation, which may include promoting your business, club or organisation on its own website and social media channels and in paid advertising. You are responsible for making sure that your own use of the footage complies with data protection law and with any club, league or governing body rules on images of children, and for obtaining any permissions that use needs beyond the participation and filming forms completed for the booking.

Our total liability to you arising out of or in connection with the booking, whether in contract, tort (including negligence) or otherwise, is limited to the price paid for the booking. We are not liable for loss of profits, revenue, business, goodwill or anticipated savings, or for any indirect or consequential loss.

Nothing in this section limits or excludes liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.

10. CONTACT DETAILS

Studio Football Limited

Company Number: 17443093

Registered Office: 5 Rochford Lofts, Pollards Close, Rochford, Essex, SS4 1GB, United Kingdom