



CUSTOMER CARE

The Charity recognises the importance of good customer care and will ensure that it has the staff and the mechanisms in place to provide this to its participants and guests.

The Customer Services department is the principal contact for suggestions, questions, complaints or concerns at the Community Sports Foundation, you can e-mail these to us at info@communitysportsfoundation.co.uk.

Participants can visit the Charity between 9am and 5pm, Monday to Friday to register concerns or issues. The Charity will endeavour to respond to any issue within 5 working days.

Issues raised by telephone should be through the customer services department on 01603 761122.

The Charity operates official social media pages on Twitter (twitter.com/NorwichCity) and Facebook (facebook.com/communitysportsfoundation). We will endeavour to respond to any customer services issues sent to our social media channels in an average of 24 hours, within normal working hours.

The Charity will provide a dedicated contact for disabled participants. This person can be contacted by calling 01603 761122. Large-print or electronic versions of this Supporter Charter are available on request.

Letters and emails to CSF will usually be answered within 5 days of receipt.

If the participant is unhappy with the reply, they can refer the matter to the Charity's Operations Development Manager. If they remain unhappy they can submit the matter to the Charity's Director.

COMMUNITY SPORTS FOUNDATION COLLEAGUE CONDUCT

All Community Sports Foundation colleagues whether full-time, part-time or volunteers have a duty to act as ambassadors for the Charity.

All colleagues will endeavour to answer participants' queries or concerns. If they are individually unable to answer the query they will refer the matter to their line manager or the Customer Services team.

The Community Sports Foundation is committed to briefing colleagues on key issues so that they are sufficiently knowledgeable to be able to directly answer as many queries as possible and practical.

PARTICIPANT CONDUCT

The Charity wants its participants to be part of the passion at The Community Sports Foundation in a safe, secure and enjoyable environment. The Charity is therefore committed to preventing participants from behaving in a manner likely to jeopardise the safety or enjoyment of others.

The Charity will not tolerate any harassment or other discriminatory behavior, whether physical or verbal, towards other participants, Charity employees or anyone else working or attending activities in connection with the Community Sports Foundation.

The Charity may impose a ban on attending any Community Sports Foundation activities on any participant or attendee charged or convicted of any breach of the Charity's participant conduct.



Any use of the Charity's online content that is abusive, obscene, defamatory, harassing or which contains any nudity, pornography or any other unwelcome content or which is otherwise in breach of the relevant terms and conditions of the site in question may allow the Charity (should it deem such action appropriate in the circumstances) to ban the offender from any and all Community Sports Foundation activities for such period as the Charity shall see fit.

Each case will be judged on its own merits and the length of any ban will be decided by the Charity after due consideration.

Any participant made subject of a Charity ban will have the right to appeal, details of appeals procedures will be outlined in writing by the Charity to those involved. The Charity will not issue a refund for anything purchased from Community Sports Foundation in the event of a ban being issued.

CHARGES

The charges for the Services will be as set out in the Order or in default of such provision will be calculated in accordance with our standard scale of charges in force on the date of your Order, as set out in our literature and on our website as follows:

We charge for our Services on a time basis. We charge for each hour/day we spend in providing our Services. From time to time we may have external funding to provide some of our Services for a reduced rate, where this is the case it will be stated on our website. We have no obligation to provide the Service at the reduced rate once the funding has ceased. The charges for the Services are exempt from Value Added Tax.

PAYMENTS

You must pay for the Services by submitting your credit/debit card details / cash or cheque with your Order. We will deduct payment for the services then issue your Booking Confirmation.

Telephone orders will incur a booking fee of £1.50.



DELIVERY OF SERVICES

We will endeavour to deliver the Services to the delivery location on the date[s] specified in the Booking Confirmation, unless exceptional circumstances or events beyond our reasonable control prevent us doing so.

While CSF courses are designed to cater for participants of all abilities, it is necessary for children to have a minimum level of independence to take part in a non-disability course. This is to ensure that the level of coaching and supervision for the group as a whole is not diminished in any way and that CSF minimum operating standards are met. If an individual is deemed to require an additional amount of personal care, then CSF reserve the right to review that participant's place on the course.

Our delivery of services may be affected by certain situations or events that occur that are not within our reasonable control. Where one of these occurs we will attempt to commence or recommence performing the services as soon as the situation which has stopped us performing the Services has been resolved.

The following are examples of events or situations which are not within our reasonable control:

- Where weather conditions make it impossible or unsafe for us to perform any of the Services; or
- Where we are unable to gain access to the delivery location to carry out the services at the times and dates we have agreed with you
- The postponement of sessions at Carrow Park due to Norwich City FC fixtures; or
- For other unforeseen or unavoidable events or situations which are beyond our control.

In some circumstances there may be a delay. If we do not start or complete performing the Services within a reasonable period from the date(s) we have agreed or notified then you may either choose to continue to wait until we can performing the services or complete performing them or you can cancel the Contract.

If we know that the delay in us recommencing performing the Services will be excessive then we will offer you the option of either:

- Continuing to wait until we are able to recommence performing the Services; or
- Allowing you to cancel the contract and offering you a refund for those services which are outstanding.

Our duty of care towards children who are receiving the Services will commence fifteen minutes before each session, provided that the parent/guardian/authorised collector has notified us of the child's attendance. The duty of care ceases at the end of each session, at which time it reverts back to the parent/guardian/authorised collector (details of whom must be included in your order).



CANCELLATION / REFUND RIGHTS

In addition to your rights to cancel the contract, you may cancel any order by writing to us. This must be received by us before the end of the seventh business day from the date of the booking confirmation, unless the commencement date is before this cancellation period, in which case you may cancel the order prior to the commencement date and receive a refund of monies paid, provided that no services have been performed.

Where we have started performing the services and you decide you wish to cancel the contract you will not be entitled to a cash refund but you may be entitled to a credit note or discount code equivalent to the value (less a £5 administration fee) of any part of the services that have not yet been performed. Notice of the cancellation must be made by either letter or email outlining the reason for cancellation and acceptance of the £5 administration fee.

Credit notes are issued at our discretion, on receipt of a written request, which must be received by us within seven days of cancelling the contract. They will not contain any reimbursement for services already provided and each credit note issued will be subject to a £5.00 administration charge.

Credit notes cannot be used as payment for subsequent orders made over the telephone or using the online application; all credit notes must be hand delivered or posted in with a completed order form and additional monies if required.

CSF KIT CONDITIONS OF SALE

Prices quoted are correct at time of printing (September 2013). However, although we aim to keep prices fixed, we reserve the right to change them due to circumstances which may be beyond our control. In the event that a kit changes, the Charity will endeavour to inform participants as far in advance as possible.

Goods must be paid for at the time of ordering. We accept cash, credit / debit cards, cheques or postal orders. Cash on delivery instructions are not accepted.

We make every effort to ensure quick dispatch, but please allow up to 6 weeks for delivery.

If you are unhappy with your item purchased from CSF, you can return it to us and we will exchange the item or provide vouchers to the current value. In addition, we reserve the right to refuse exchanges if the goods have been worn, used or been ordered with initials (if initialled then a £5 fee will occur for the removal of this) unless the goods are returned because of faulty materials or manufacture. Please ensure your order is correct before you place it.



Some items may sell out due to unexpected demand, however we will try to ensure that you are supplied with the exact goods ordered at all times. Where this is not possible, we will notify you of any alterations to the design, specification or packaging of the goods. Occasionally some items may be temporarily out of stock; we will place the out of stock item on back order and send it on a separate delivery.

We may process the personal data submitted by you (as defined by the Data Protection Act 1998) for the purposes of;

- The administration of files and records,
- The marketing and promotion of our similar products and services,
- Disclosure to carefully selected third parties to enable them to send direct marketing communications to you in relation to Norwich City Community Sports Foundation's similar products and services or products and services of carefully selected third parties,
- Customer services and/or fulfilling our obligations under this agreement. By purchasing CSF kit, you consent to us processing your personal data for these purposes.

Please note that by providing your details to Norwich City Community Sports Foundation you are indicating your consent to them being used for the purposes of direct marketing by means of post, email or other electronic means. This will enable Norwich City Community Sports Foundation and/or carefully selected third parties to market their similar products and services to you via the details that you have provided.

If you do not wish to consent to receiving direct marketing communications as above please make this clear when providing your details. Should you, at any time in the future, wish us to stop sending you direct marketing communications then please put your request in writing to info@communitysportsfoundation.org.uk.

MATCHDAY TICKETS

The Charity will often provide participants benefits that may include discounts on tickets to selected home matches. Participants in receipt of these tickets are to be supportive of Norwich City Football Club only. No away strips or the away teams merchandise are to be worn during these match days.

All tickets are non-refundable and non-returnable. All tickets (whether sold as an individual ticket or as part of a hospitality package) are non-refundable even in circumstances of a change of fixture date. In the event that a match is postponed before kick-off then supporters attending who have retained their tickets will receive free admission to the rearranged game.

In the event that a match is abandoned after kick-off then supporters attending who have retained their ticket would receive half-price admission to the rearranged game unless otherwise stated by the Norwich City Football Club.



SPONSORSHIP AND COMMERCIAL OPPORTUNITIES

The Community Sports Foundation provides a unique partnership environment attracting some top local businesses. A varied and exciting range of sponsorship; promotional and advertising opportunities are available tailor made to specific company or brand objectives. For further details of the benefits and opportunities available, please contact the Operations Development Manager.

WARRANTY

We warrant that:

- We will use all reasonable endeavours to commence the provision of Services by the Commencement Date;
- We will use all reasonable endeavours to complete the performance of the whole or any part of the services by the relevant completion date set out in the booking confirmation;
- The services will be provided with all reasonable skill and care;
- The services will comply with their description set out in the booking confirmation.

LIABILITY

Nothing in these conditions is intended to exclude our liability where Consumer Protection Legislation or Contract Law prevents us from doing so, including:

- For death or personal injury caused by our negligence; or
- For breach of the terms implied by the Sale of Goods Act 1979 and by the Supply of Goods and Services Act 1982;
- For defective products under the Consumer Protection Act 1987; or
- For fraud or fraudulent misrepresentation.

We will be liable to you for the reasonable and foreseeable losses you may suffer or incur as a result of our breach of these conditions. Except in unusual or exceptional circumstances, we expect these losses to be limited to the charges for the services.

TERMINATION

Either you or we may terminate the contract at any time on written notice to the other if that other;

- Commits a material breach, or a series of breaches resulting in a material breach of the contract and such breach is not remediable or is not remedied within 15 days of written notice to do so; or
- Is subject to an exceptional event beyond its reasonable control notified to the other party promptly upon its occurrence that renders the party giving notice of the event unable to perform its obligations under the contract for a period of more than 30 days.



NOTICES

Notices under the contract will be in writing and sent to the persons and addresses set out in the Booking Confirmation. They may be given, and received:

- By first-class post, two Business Days after posting;
- By hand, on delivery;
- By email, on receipt of a delivery or read receipt mail from the correct address; or
- By telephone on speaking to one of our representatives

GENERAL WAIVER

No delay, act or omission by either you or us in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

RIGHTS OF THIRD PARTIES

This Contract is not enforceable by any third party under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

ENTIRE AGREEMENT

The Contract constitutes the entire agreement between you and us in relation to its subject matter. No other terms apply.

DATA PROTECTION

We will use your customer information only in accordance with our Privacy Policy.

GOVERNING LAW & JURISDICTION

This Contract will be governed by the law of England and Wales. Disputes will be submitted to the exclusive jurisdiction of the courts of England and Wales.

Community Sports Foundation recognises that it has an important role to play within the local community of Norfolk and has developed a number of initiatives that recognise these special responsibilities.