

## Heart of Midlothian F.C Half-Time Heroes T&C's

1. Payment of deposit for Half-Time Heroes programme is considered acceptance of these conditions of enrolment.
2. Initial deposit is non-refundable if you cancel your Half-Time Heroes booking any less than six weeks in advance of the matchday.
3. Full payment must be made no less than three weeks in advance of the selected matchday.
4. In the result that a match is rearranged/cancelled, refunds are available if no alternative arrangements can be found which suit both parties. Heart of Midlothian FC will not be responsible for any further compensation.
5. There is a strict maximum of 30 young players able to partake in this experience.
6. A minimum of 28 players are required for this programme. Heart of Midlothian F.C reserve the right to cancel any reservation which does not meet this number or charge for the equivalent monetary value of 28 players.
7. Heart of Midlothian FC reserve the right to fill any places, out of the maximum of 30, not filled by the booking team by offering the opportunity to other teams and/or young players.
8. Heart of Midlothian F.C require full participant register no later than 4 days in advance of matchday. If register is not received, or is not fully completed, Heart of Midlothian F.C will require grassroots club coach and/or parents/carers present on the day to take responsibility for participants in case of emergency.
9. Photographs/video may be taken by Hearts staff for use in Hearts publications such as newspapers articles, flyers, posters, associated social media such as Facebook and Twitter and the club website. On occasion written or visual media may be present to publicise the course. Parents/carers are not permitted to photograph/film during sessions for child protection purposes.
10. The Parent/Carer agrees to grant the right without approval to use his/her child's name, in the above mentioned publications.
11. Consent for photographs/filming of participants by parents/carers is the responsibility of the grassroots club and not Heart of Midlothian F.C; nor do Heart of Midlothian F.C take any responsibility in regards to outside parties, who are not authorised by Heart of Midlothian F.C, photographing/filming participants, due to the public nature of the session.
12. Places will be allocated on a first come first served basis.
13. Refunds will not be arranged for non-attendees.
14. Medical conditions, dietary requirements and/or special needs must be provided in writing prior to session commencement and upon any change of circumstances.
15. Parents/Carers should ensure that their child is appropriately dressed to participate in the session taking into account the season, temperatures, climate etc. Waterproofs and warm clothes should be provided when appropriate.
16. Parents/Carers are requested to ensure that their child has the opportunity to visit the toilet before taking part in sessions to avoid disruption.
17. Insurance cover will be provided, although this does not extend to damage or loss of a participant's personal property. Heart of Midlothian staff are not responsible for any loss or injury during sessions.
18. We reserve the right to remove from our sessions, without refund, any participant who is found bullying, misbehaving or displaying inappropriate behaviour.
19. Heart of Midlothian and its staff are not responsible for the supervision of participants out with advertised session times. Furthermore, during any non-Half-Time Heroes activity, such as when the match is in play, the grassroots coaches/parents/carers are responsible for the children.
20. Parents/carers must provide written confirmation prior to course commencement should they wish their child to arrive and/or leave the session unaccompanied.
21. Participants are to wear shin guards during sessions.
22. Parents/carers accept that with any football and or sporting session there is an inherent risk of participants sustaining injury.
23. Heart of Midlothian F.C is committed to processing information in accordance with the General Data Protection Regulation (GDPR). The personal data collected from you will be held securely and will only be used for administrative purposes. You can view our Customer Fair Processing Notice at: [www.heartsfc.co.uk/more/key-links/customer-fair-processing-notice](http://www.heartsfc.co.uk/more/key-links/customer-fair-processing-notice)
24. You have the right to request to see a copy of the information we hold about you and to request corrections or deletions of the information that is no longer required. You can ask the Club to stop using your information at any time, in which case it will not be used in future published documents but may continue to appear in published documents already in circulation. You have the right to lodge a complaint against the Club regarding data protection issues with the Information Commissioner's Office (<https://ico.org.uk/concerns/>).

Should courses/sessions be cancelled due to inclement weather or other unforeseeable circumstances, course parents/carers will be contacted by grassroots club coaches and/or a notice will be posted on [www.facebook.com/heartscoaching](http://www.facebook.com/heartscoaching) and/or [www.twitter.com/heartscoaching](http://www.twitter.com/heartscoaching) it is advised to check these channels before travelling.

For more information email [GreggVeitch@homplc.co.uk](mailto:GreggVeitch@homplc.co.uk)