TERMS, CONDITIONS AND CANCELLATION POLICY

Valencia Club de Fútbol, S.A.D. – VCF Academy Programs

1. PURPOSE

This document regulates the conditions of registration, participation, rights and obligations of participants in all activities organized by Valencia Club de Fútbol, SAD including, but not limited to:

1. Football camps in Summer, Winter and other holiday periods.
2. Sports training academies for children and youth football.
3. Experiences, workshops or complementary activities organized by the Club related to football training.

The acquisition of any of the services entails full and unreserved acceptance of each and every one of the General Conditions indicated, without prejudice to the acceptance of the Particular Conditions that may be applicable when acquiring certain services.

These General Conditions may be modified without prior notice, therefore, it is advisable to read their content carefully before proceeding to the acquisition of any of the services offered.

2. COMMUNICATIONS

To communicate with us, we provide you with different means of contact that we detail below:

1. Phone: +34 96 337 26 26
2. Email: campusfutbol@valenciacf.es
3. Postal address: Plaza Valencia Club de Fútbol, Nº2, 46010 (Valencia).

3. REGISTRATION AND ADMISSION

1. Registration will be made using the official form provided by the Club, signed by the minor's legal guardians.
2. Registration will be effective upon receipt of full payment or payment of the first installment, as applicable.
3. The place will be confirmed by the Club by email or written communication.
4. The Club reserves the right to refuse registration without the need to justify the decision, especially if non-compliance with safety or conduct requirements is detected.

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Any false or incomplete information on the registration form will be grounds for cancellation of the enrolment without the right to a refund.

4. OBLIGATIONS OF THE PARTICIPANT AND GUARDIAN

1. Comply with Club, campus or academy rules, including directions from coaches, monitors and Club staff.
2. Maintain appropriate conduct, respecting other participants, monitors, facilities and sports equipment.
3. Provide truthful information about any medical condition, allergy, physical limitation, or special treatment that may affect the minor's participation.
4. Provide the necessary means of contact for emergencies or incidents during the activity.
5. Ensure that the minor is physically fit to practice sports, and the Club may require a medical certificate in case of doubts about physical fitness.

5. PAYMENTS AND FEES

1. Registration fees will be published on the Club's website and may be updated without prior notice.
2. Payments may be made by bank transfer, credit or debit card or other means authorised by the Club.
3. Failure to pay will entitle the Club to refuse participation until the situation is regularized.
4. In the case of discounts or promotions, these will be applied only if the specific conditions indicated by the Club are met.

If any of the mandatory payment fees are not paid, the user will have a period of 5 calendar days from the time they are informed of the non-payment to rectify the incident and pay the corresponding fee, from that period, if the problem has not been solved, their user relationship with the entity will be terminated and they will be denied access to the contracted activity.

In any case, if the refund of fees or receipts entails any expense for Valencia CF, this amount will be passed on to the customer. In the event that the unpaid and returned fee is paid in person, it must be increased by the amount corresponding to the return costs.

6. CANCELLATION AND RETURNS POLICY

Registration may be cancelled by means of a written communication to the email: campusfutbol@valenciacf.es

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1. Cancellation by the buyer:
    1. **During the 14 days after the purchase:** refund of 100% of the amount paid without the need for a major cause.
    2. **After 14 days after purchase:** the amount is not refunded, except for duly justified reasons of force majeure.

2. Cancellation by the Club:
   If the Club cancels the activity for reasons beyond the control of the participants that are attributable to it, 100% of the amount paid will be refunded or rescheduling will be offered.

3. Modifications and/or cancellations due to weather conditions:
   In the event of an official weather alert of orange level or higher issued by the competent authorities, all activities planned at the Valencia CF Sports City will be automatically suspended, without exception. If the alert is activated during the development of the activities, the participants will be immediately transferred to a safe area, and the activity will be cancelled or postponed until conditions allow it, following at all times the instructions of the Club's security managers. Likewise, in the event of adverse weather conditions (heavy rain, thunderstorm, extreme heat, strong wind or others) that, even without an active official alert, may compromise the physical integrity of the participants or the normal development of the activity, Valencia CF may suspend, modify or adapt the sessions, always prioritizing the safety and well-being of the participants. The Club may, depending on the situation and availability, reschedule the activity or adapt the format (use of covered areas, theoretical workshops, video viewing, etc.). The suspension or adaptation of activities due to weather conditions will not give the right to reimbursement.

4. Partial refunds are not contemplated for non-attendance during the activity, except in cases of cancellation due to hospitalization, emergency operation or serious injury that makes it impossible to participate in the activity, in which case the possibility of participating in a program of similar characteristics or partial reimbursement based on the days in which you have been able to participate in the activity will be offered. The situation of cause majeure must be duly justified by the presentation of supporting documentation.

7. LIABILITY AND EXONERATION

1. The Club will take out accident insurance during the activities.
2. The Club will not be responsible for damage to or loss of personal effects.

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3. The tutor acknowledges that the practice of sport entails inherent risks and exonerates the Club from liability for minor injuries, except for demonstrable negligence of the Club or its monitors.
4. In the event of a medical emergency, the Club is authorized to request medical assistance for the enrolled minor.

8. FORCE MAJEURE

The Club will not be responsible for the suspension, modification or cancellation of activities due to force majeure (extreme weather, pandemics, strikes, health emergencies, government restrictions). In these cases, the Club may offer rescheduling of dates, alternative activity or partial refund, at its discretion.

9. MODIFICATION OF THE PROGRAM

The Club reserves the right to modify schedules, activities, monitors or venues of the campus or academy for organizational or security reasons. Such modifications will not entitle you to a refund or compensation.

10. TRANSPORT AND TRAVEL

Any transfer or activity outside the facilities will be communicated in advance to the tutor, and the Club will not be responsible for incidents beyond its control, except for direct negligence of the staff. The tutor authorizes participation in trips organized by the Club.

11. IMAGE AND COMMUNICATION RIGHTS

1. Participants authorize the Club to use images and videos obtained during the activities for promotional purposes, on social networks and advertising material, unless otherwise indicated in writing by the tutor.
2. The tutor authorizes the Club to send commercial communications about activities, campuses and promotions, and may revoke this authorization in accordance with data protection regulations.

12. PROTECTION OF PERSONAL DATA

1. The personal data provided will be processed in accordance with Regulation (EU) 2016/679 (GDPR) and the Spanish Organic Law 3/2018 on the Protection of Personal Data.
2. The data will be used exclusively for registration management, Club communications, emergencies and internal promotional purposes.

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3. The tutor may exercise their rights of access, rectification, cancellation and opposition by contacting [email from the data protection officer].

13. SAFETY AND CONDUCT REGULATIONS

1. The use of illegal substances, alcohol or tobacco during activities is prohibited.
2. The Club reserves the right to expel from the campus or academy any participant whose conduct poses a risk to themselves or third parties, without the right to refund.
3. Participants must strictly follow the safety instructions in facilities, changing rooms and sports equipment.
4. The expulsion will be notified to the guardian and will not give the right to return.

14. INFECTIOUS DISEASE TREATMENT CLAUSE

The user is obliged not to use the facilities if they know that they have contracted an infectious disease, or if they present symptoms of infectious diseases that may infect the rest of the players and staff of the Club, and must notify the club's medical services as soon as possible. If during the stay in the facilities you present symptoms of infectious diseases, you must immediately leave the facilities, warning the medical services in any of the cases of this event.

15. WAIVER OF CLAIMS

The guardian waives any economic or legal claim for minor damages or foreseeable incidents arising from the regular practice of sport, except for demonstrable negligence of the Club or its staff.

16. APPLICABLE LAW AND JURISDICTION

This document will be governed by Spanish law. Any dispute arising from the interpretation or application of these Terms will be submitted to the Courts and Tribunals of the Club's domicile, waiving any other jurisdiction that may correspond.

17. ACCEPTANCE OF TERMS

By submitting the registration form, the tutor declares:

1. Have read, understood and agreed to these terms and conditions in their entirety.
2. That all information provided is truthful and complete.
3. That it expressly authorises the Club to manage the participation of the minor as established herein.

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