Girona Futbol Club, SAD
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Football Experiences – General Terms and Conditions

These terms set out the information that applies to your booking, depending on the Experience you have booked. We recommend that you keep your purchase confirmation and registration form.

1. Activity information and booking

Each Experience will have a registration form containing the activity's specific information and terms, which you should review before making payment. The information provided during registration must be accurate and complete. Your registration will be confirmed once any admission requirements have been met, the relevant payment has been made and confirmation of your place has been received.
Before making any payment, please check:

- the programme, age range and participation requirements;
- the dates, times, location, and drop-off and pick-up points;
- the services included and excluded, such as training sessions, meals, kit, accommodation, transport or extras;
- the total price, taxes, payment method and any instalments;
- the specific terms for withdrawals, changes, absences, insurance and, where applicable, the right to cancel under consumer law.

Please note that some Experiences may require a prior admission process, depending on their nature and requirements. Participation does not in any way constitute a trial, a player signing or joining one of the Club's teams.

2. Changes, withdrawals and refunds

Once registration has been confirmed and payment made, *changes or refunds requested by the family will not be accepted*, except where expressly provided for in the specific terms of the Experience or where required by law.

If the participant is unable to attend due to illness, a medical certificate must be submitted using the contact details provided for the relevant Experience or programme. The certificate does not automatically entitle the family to a refund, a change or make-up sessions, unless the activity's information sheet states otherwise.

3. Changes to or cancellation of the activity

Failure to pay any outstanding amount may prevent the participant from taking part until payment has been made.

The Club may change the venues or facilities for organisational, operational or safety reasons, provided the change does not substantially alter the Experience. The Club will notify families of any changes using the contact details provided during registration.

If the Experience is cancelled or partially suspended for reasons attributable to the Club or due to force majeure, the Club will try to reschedule the affected activity within the same sporting season and will notify families of the new date through its official channels.

If rescheduling is not possible, or the participant is ultimately unable to attend on the new date, the Club will refund the amount corresponding to the part of the Experience that was not provided.

If the Club has not been able to communicate a new date within 30 days of the cancellation or suspension, it will also refund the proportional amount corresponding to the part of the Experience that was not provided.

4. Other provisions

The Club is not responsible for the loss, theft or damage of personal belongings during the activity, except where it is legally liable.

If the activity includes transport or activities outside the planned facilities, this will be stated in the relevant form or communicated to families in advance.
For general information about Football Experiences: footballexperiences@gironafc.cat.