



# GLOVERS GLOVERS

## Yeovil Town Football Club Mascot Experience Terms & Conditions

- 1. Booking Confirmation:** Your booking is confirmed once full payment is received by Yeovil Town Football Club. Payment must be made prior to the match day.
- 2. Eligibility:** The Mascot Experience is open to children aged 6 to 12. Proof of age may be required.
- 3. Cancellation by Participant:** If you need to cancel your booking, please notify us at least 5 days in advance. Cancellations made with more than 3 days notice will receive a 50% refund. Cancellations made with less than 3 days notice will not be eligible for a refund.
- 4. Cancellation by Club:** The Club reserves the right to cancel any Mascot Experience. In the event of such cancellation, the Club will provide a full refund or an alternative match day Mascot Experience.
- 5. Mascot Attire:** The child must wear appropriate clothing in line with the weather conditions & each mascot is encouraged to wear or purchase the Green Home match shirt.
- 6. Behaviour:** Mascots must follow the instructions of Club staff at all times. Poor behavior may result in the experience being terminated without refund.
- 7. Liability:** The Club is not responsible for any loss, injury, or damage, however caused, to the mascot, provided that nothing shall exclude or limit the Club's liability for death or personal injury caused by its negligence or any other liability which cannot be excluded or limited under applicable law.
- 8. Photography and Promotion:** The Club will take photographs or recordings of the mascot for promotional purposes. By accepting these terms, you give consent for the Club to use such images or footage in its promotional materials. Photo packages may be purchased post the experience.
- 9. Data Protection:** Personal information provided during the booking process will be used for the purpose of processing the booking and managing the Mascot Experience on the match day. It will be handled in accordance with the Club's Privacy Policy and the Data Protection Act.
- 10. Weather Conditions:** The Mascot Experience will proceed regardless of weather conditions unless deemed unsafe by the Club. If the match is cancelled due to weather, the Club will endeavour to reschedule the Mascot Experience for an alternative match day.

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11. Arrival and Departure: The mascot and their guardians must arrive at the stadium at the designated time as stated in the booking confirmation. Late arrival may result in a shortened or forfeited experience without refund.
  
12. Supervision: A parent or guardian must be present with the mascot at all times during the match day experience. The Club will not be responsible for supervising the child.
  
13. Accessibility: Please inform the Club of any accessibility requirements at the time of booking.
  
14. Match Tickets: The booking fee for the Mascot Experience does not include match tickets for any adults or extra family members. Match tickets must be purchased separately.
  
15. Changes to Terms & Conditions: The Club reserves the right to change these terms and conditions at any time without prior notice.
  
16. Acceptance of Terms: Payment for the Mascot Experience constitutes acceptance of these terms and conditions.

Please contact Yeovil Town Football Club directly if you have any questions or require further clarification of these terms and conditions.

<https://www.ytfc.net/club/contact-us/>

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