



## **Tynecastle Stadium Tours. Terms & Conditions**

1. Payment of tour fee and or/attendance on a tour is considered acceptance of these conditions of enrolment.
2. We reserve the right to cancel or amend arrangements for any tour . In this event, any participant unable to transfer to an alternative tour, will be given a discount voucher for a future tour or if required a full refund at the discretion of the management. Heart of Midlothian FC will not be responsible for any further compensation.
3. 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 local written or visual media may be present to publicise tours.
4. Places will be allocated on a first come first served basis
5. Refunds will not be arranged for non-attendees.
6. Medical conditions and/or special needs must be provided at the time of booking and upon any change of circumstances.
7. Parents/Carers are requested to ensure that children have the opportunity to visit the toilet before taking part on tours to avoid disruption.
8. 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 tours.
9. We reserve the right to remove from tours, without refund, any person who is found misbehaving or displaying inappropriate behaviour.
10. Should sessions be amended or cancelled due to unforeseen circumstances, lead bookers will be contacted by email and/or a notice will be posted on [www.facebook.com/heartscoaching](https://www.facebook.com/heartscoaching) and/or [www.twitter.com/heartscoaching](https://www.twitter.com/heartscoaching) It is advised to check these channels before travelling.

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