



Sporting Getaways

Booking Terms & Conditions

Clear booking terms for sporting events, hospitality, accommodation and associated travel services supplied by Sporting Getaways LTD.

Sporting Getaways LTD

Company No. 15342592

Magnolia Cottage, Main Road, Shrewsbury, SY5 7JW

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Booking Terms & Conditions

Please read these terms before booking. They form part of the contract between you and Sporting Getaways LTD. Nothing in these terms limits rights that cannot lawfully be excluded under UK consumer law. Where a booking is a “package” within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018, the statutory rights and protections applying to that package will prevail over any inconsistent term below.

1. About us

Sporting Getaways LTD (“Sporting Getaways”, “we”, “us” or “our”) is a UK sports travel and hospitality business. We arrange and sell sporting event tickets, official or authorised hospitality, accommodation and related travel services, either individually or in combinations depending on the booking.

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Company number: 15342592

Website: www.sportinggetaways.co.uk

Email: info@sportinggetaways.co.uk

Telephone: +44 7942 151062

2. Definitions

In these terms:

- **“Booking”** means the services confirmed by us in writing, including by email or through our website.
- **“Lead Booker”** means the person making the booking and accepting these terms on behalf of everyone named in it.
- **“Supplier”** means a third party providing any part of the booking, including a club, venue, hospitality provider, ticketing supplier, hotel, transport provider or other service provider.
- **“Event”** includes a sports fixture, concert, show, race, tournament or other ticketed event.

3. Making a booking

A booking request, website order, telephone instruction or payment does not necessarily mean that we have accepted the booking. A contract is formed when we issue written confirmation accepting the booking, subject to any conditions stated in that confirmation.

The Lead Booker must be at least 18 years old and have authority to make the booking, provide information and accept these terms on behalf of all persons included in it. The Lead Booker is responsible for ensuring that all names, dates of birth, contact details and other information supplied are complete and accurate.

Please check your confirmation immediately. You must tell us promptly if any information is incorrect. Corrections or changes requested after we have committed arrangements with suppliers may incur additional costs.

4. Prices and what is included

The price and inclusions of your booking are those stated on our website, quotation, invoice or booking confirmation at the time the booking is accepted. Unless expressly stated otherwise, anything not listed as included is excluded.

Prices may reflect ticket category, hospitality level, accommodation, supplier charges, taxes, booking costs and other components. Before a booking is accepted, prices and availability may change without notice. Once a booking is confirmed, we will not change the agreed price except where the law permits us to do so or where the change results from a customer requested amendment.

Obvious pricing or description errors do not bind us. If we identify an obvious error before performance, we will contact you and offer the option of proceeding at the correct price or cancelling for a refund of sums paid for the affected service.

5. Payment

We accept payment using methods made available at the time of booking, which may include Stripe, PayPal, Wix Payments, Klarna and bank transfer.

Any deposit, instalment schedule or final balance date will be stated in your quotation, invoice or booking confirmation. If payment is not made by the stated deadline, we may treat the booking as cancelled after giving reasonable notice where practicable. Any cancellation charge will be subject to section 9 and applicable law.

Where a finance or “buy now, pay later” provider such as Klarna is used, your agreement with that provider is separate from your contract with Sporting Getaways and may be subject to additional provider terms.

6. Tickets, hospitality and event entry

Tickets may be physical, electronic, mobile transfer, app-based or otherwise supplied in the format required by the relevant venue or supplier. Tickets are often issued close to the event date. Delivery timing stated by us is an estimate unless we expressly guarantee a specific time.

You and all members of your party must comply with the rules, admission policies, dress codes, age restrictions, conduct requirements and ticket conditions of the relevant club, organiser, venue or hospitality provider. Refusal of admission or removal caused by a customer's breach of those rules will not normally entitle the customer to a refund.

Unless expressly agreed by us, tickets must not be resold, advertised for resale, transferred for commercial gain or used for promotions, competitions or hospitality resale. Unauthorised resale may result in cancellation by the underlying issuer.

Seat locations and hospitality areas are subject to the relevant category purchased. Where exact seat numbers are not confirmed at the time of booking, allocation is controlled by the club, venue or supplier. Reasonable changes within the purchased category or an equivalent category may occur.

7. Event dates, kick-off times and schedule changes

Published event dates, kick-off times and schedules can change after a booking has been made because of television selection, governing body decisions, fixture congestion, weather, security requirements, artist or organiser decisions, or other circumstances outside our control.

You should not make non-changeable travel arrangements based solely on an advertised fixture time unless those arrangements form part of your confirmed Sporting Getaways booking.

If an event is postponed, rescheduled or moved but your ticket or hospitality remains valid for the revised event, the booking will normally remain valid for the new date. We will provide information received from the organiser or supplier as soon as reasonably practicable.

If a material change affects a package booking, any statutory rights available under the Package Travel and Linked Travel Arrangements Regulations 2018 will apply.

8. Amendments requested by you

If you want to change a confirmed booking, contact us as soon as possible. We will try to help but cannot guarantee that a change can be made.

Any amendment is subject to supplier rules, availability and any reasonable costs incurred. These may include name change fees, ticket reissue costs, hotel amendment fees, price differences or other supplier charges. We will tell you the applicable cost before confirming an amendment where reasonably possible.

Some event tickets and hospitality products do not permit name changes or transfers after issue or supplier submission.

9. Final sales, cancellations and refunds

All bookings made through Sporting Getaways are considered final once confirmed.

Tickets, hospitality packages, travel arrangements and other services are **non-refundable and non-transferable where permitted by law** if you change your mind, are unable to attend, or no longer wish to use the booking.

If you wish to tell us that you will not be using a booking, please contact us in writing at info@sportinggetaways.co.uk. This does not create a right to a refund where the booking is non-refundable.

Where an event is cancelled by the event organiser and no suitable replacement or rescheduled event is offered, Sporting Getaways will provide any refund or other remedy to which you are entitled, taking into account the terms applicable to the relevant ticket, supplier or package.

If an event is postponed, rescheduled, relocated or subject to a change of date, kick-off time or start time, the booking will normally remain valid for the revised event and this will not automatically entitle you to a refund.

No automatic 14-day cooling-off right applies to many leisure, accommodation and event services supplied for a specific date or period. Nothing in these terms affects your statutory rights under UK consumer law or any rights that apply where your booking constitutes a package under applicable package travel legislation.

10. Cancellation or significant change by us

We may need to cancel or materially change a booking if a supplier withdraws a service, an event is cancelled, availability fails, there is a safety or legal issue, or circumstances make performance impossible or impracticable.

Where we cancel a service for reasons not caused by you and cannot provide an appropriate alternative, we will provide the refund or other remedy required by law and by the nature of the booking. We will not rely on these terms to retain money where doing so would be unfair or unlawful.

Where a package booking is affected, the statutory remedies and refund requirements applying to packages will apply.

11. Events outside our control

Neither party will be responsible for a failure or delay caused by extraordinary circumstances that could not reasonably have been avoided, such as severe weather, natural disaster, epidemic or pandemic restrictions, war, civil unrest, terrorism, government action, border closure, industrial action, transport disruption, venue closure or major infrastructure failure.

This section does not remove any refund, repatriation, assistance or other rights that you have under mandatory consumer or package travel law.

12. Accommodation

Where accommodation is included, the hotel or property named in your confirmation will be supplied subject to that provider's conditions. Check-in times, deposits, local taxes, incidental charges and conduct rules are determined by the accommodation provider unless stated otherwise.

If a named accommodation provider becomes unavailable, we may offer suitable alternative accommodation where permitted. For package bookings, any rights relating to significant changes will apply.

13. Passports, visas and travel documents

You are responsible for ensuring that all members of your party hold valid passports, visas, entry permissions, insurance documentation and any other travel documents required for the destination and journey, unless we expressly agree in writing to provide a particular service.

For certain European events, clubs or suppliers may require names, dates of birth or passport numbers for ticketing, security or registration purposes. You must provide accurate information by the deadline we specify. Failure to do so can result in a supplier being unable to issue tickets or admit the traveller.

Passport details supplied to Sporting Getaways are deleted once they have been passed to the relevant supplier and are no longer required by us, in accordance with our Privacy Policy.

14. Travel insurance

We strongly recommend that customers obtain appropriate travel insurance as soon as they book, particularly where a booking includes accommodation or overseas travel. Insurance should be suitable for your circumstances and may need to cover cancellation, illness, travel disruption, lost property and any sports or activities you intend to undertake.

15. Accessibility, medical and dietary requirements

Please tell us before booking, or as early as possible afterwards, about any accessibility requirement or other need that may affect the services required. We will pass relevant requirements to suppliers where appropriate and will make reasonable efforts to assist, but cannot guarantee a particular facility unless it is confirmed in writing.

Dietary requests are subject to the relevant supplier's ability to accommodate them. Customers with serious allergies or medical needs should make appropriate independent enquiries and take necessary precautions.

16. Behaviour and customer responsibility

You are responsible for the behaviour of everyone included in your booking. Customers must not behave in a threatening, abusive, dangerous, discriminatory or seriously disruptive manner.

If a customer is refused service, removed from a venue or has arrangements terminated because of serious misconduct, breach of venue rules or unlawful behaviour, we may be unable to provide a refund for unused services and the customer may be responsible for losses or costs caused by their conduct, to the extent permitted by law.

17. Suppliers and third-party services

We work with clubs, venues, hospitality providers, hotels and other suppliers. Their own conditions may apply to the services they provide and can form part of your booking where they have been brought to your attention or are inherent in the relevant ticket or service.

Where Sporting Getaways acts as organiser of a package, our statutory responsibilities as organiser are not reduced merely because a third party performs part of the package.

Where we act only as an agent for a clearly identified third-party supplier, we will make this clear before the booking is concluded where required, and the supplier's contract will govern the service it provides.

18. Our responsibility to you

We will provide our services with reasonable care and skill and will comply with obligations that apply to us under UK law.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights that cannot be excluded.

We are not responsible for losses that are not a foreseeable result of our breach or negligence, or for losses caused by your own act or omission. If you are booking as a consumer, we do not exclude liability for losses that consumer law requires us to bear.

If your booking is a package, any limitation of liability will be subject to the Package Travel and Linked Travel Arrangements Regulations 2018 and applicable international conventions.

19. Complaints and problems during your trip or event

If there is a problem, tell us and the relevant supplier as soon as reasonably possible so that there is an opportunity to resolve it. You can contact Sporting Getaways at info@sportinggetaways.co.uk or **+44 7942 151062**.

If the matter is not resolved at the time, please send a written complaint with relevant details and supporting information as soon as reasonably practicable after the event or trip. We will investigate and respond within a reasonable period.

20. Website descriptions and availability

We take reasonable care to ensure that website descriptions, photographs and information are accurate, but images may be illustrative and suppliers can change facilities, menus, layouts, branding or other details. Minor differences that do not materially reduce the service do not normally constitute a breach of contract.

All products remain subject to availability until the booking is accepted by us.

21. Data protection

We process personal information in accordance with our Privacy Policy. This includes information needed to administer bookings and, where necessary, information shared with clubs, hotels, ticketing partners and other suppliers.

Our Privacy Policy is available on www.sportinggetaways.co.uk or on request from info@sportinggetaways.co.uk.

22. Intellectual property

The Sporting Getaways name, branding, website content and materials owned by us may not be copied, reproduced or used commercially without permission. Third-party club, event, venue and brand marks remain the property of their respective owners.

23. Changes to these terms

We may update these terms for future bookings to reflect changes in our services, suppliers or the law. The terms applying to a booking are normally those in force when the booking is accepted, together with any specific written conditions agreed for that booking.

24. If part of these terms is invalid

If a court or competent authority finds part of these terms unlawful or unenforceable, the remaining provisions will continue to apply to the extent legally possible.

25. Governing law and jurisdiction

These terms and any dispute arising from them are governed by the law of England and Wales. If you are a consumer resident elsewhere in the UK, you will retain any mandatory protections and rights to bring proceedings that apply in your home jurisdiction.

26. Contact

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These terms are intended to provide clear consumer-facing booking conditions for Sporting Getaways LTD. Specific booking confirmations, quotations and supplier conditions may add details relevant to an individual booking, but cannot remove statutory rights that apply by law.