

By registering to attend Real Madrid Foundation Clinics Indonesia, you agree to the following terms and conditions:

Conditions of Enrolment

Confirmation of Enrolment will be forwarded to the booker on receipt of their registration form, which must be accompanied by the appropriate fee.

Payment of fee will be subject to the booker's acceptance of these conditions of enrolment.

Real Madrid Foundation Clinics Indonesia Coaching Jakarta & Bali reserves the right to cancel any booking if the correct payment terms and procedures have not been followed by the booker and/or clinic participant.

1 - Cancellation Policy

1.1 Clinic Booker

The clinic booker may cancel their reservation without any charge if they do not receive confirmation via email after 5 business days from the Clinic's official email.

The person responsible for booking the clinic must confirm your cancellation in writing by contacting info@realmadridfoundationindonesia.com

Upon receipt of cancellation confirmation from the clinic booker, a full refund will be credited to the original payment method (it may take up to 20 business days for our card merchant to process).

Please note that a reservation can be transferred to another eligible participant free of charge in the event that the original participant is unable to attend, being communicated via email no later **than 15 days** before the start of the Clinic.

1.2 - Cancellation protection due to injury.

Protection holders may cancel their reservation with medical justification up to **ONE MONTH** before the start of the clinic.

If the person with a serious injury cannot participate in the sports activity, the client may cancel at any time before the clinic begins.

The corresponding medical certificate, signed by a professional, must be presented and sent to the official email address for evaluation by the Real Madrid Foundation Clinics Indonesia medical services.

If, after evaluation by our medical services, it is deemed impossible to perform the activity:

The person who booked the clinic will be entitled to receive a full refund for the remaining balance of the total amount paid or a credit note to attend a future clinic in Indonesia.

If the clinic is canceled after it has started, no refunds will be issued.

If the person booking the clinic has already ordered/received the coaching kit at the time of cancellation, the refund amount will be deducted proportionally from the total refund in the event of cancellation (up to a value of IDR 1.5 jt per coaching kit; refunds are not permitted).

1.3 - Supplier

Real Madrid Foundation Clinics Indonesia Coaching Jakarta & Bali reserves the right to cancel or modify any of its clinics at any time, but will endeavour to notify you at least 20 days in advance of the event via the email addresses provided during registration.

We may cancel, modify or reschedule any clinic if necessary for health reasons, in accordance with central and national government regulations, or for other reasons or factors beyond our control.

In the event of a clinic **cancellation or modification** by Real Madrid Foundation Clinics Indonesia, the person responsible for the reservation will have the option of a full refund of the amount paid or a credit for a future clinic in Indonesia. In the event of cancellation, we will have no further liability to the person responsible for the reservation.

The refund will be processed once the cancellation has been formalized by transfer to the original account.

2 – Changes by RMFI policy

The Real Madrid Foundation Indonesia reserves the right to change sports facilities during the booking months to guarantee the quality of the event within the same city (Jakarta, Bali).

In that case, the participants will be notified and they will be able to claim a refund of the clinic at least in the next 5 working days after the communication is sent, if no response is received, it will be considered accepted, and subsequent cancellation will not be possible.

In the event of any cancellation or modification to the scheduled clinics, this will be communicated through official channels (info@realmadridfoundation.com) via email to the registration email addresses. In such cases, the participant, supervisor, family members or protection holders will have the option to request a full refund within the next 5 business days from the date the email is sent. If no response is received, this communication will be considered accepted, and after that, no changes or refunds will be possible.

If participants want a refund for the clinic, they must communicate it within a maximum of 5 days from the communication of the change. If it is not communicated after five days from the sending of the email, the place will be considered confirmed.

3 - Refund policy

No refund is allowed for any booking (except 1.2).

2.1 - Injury/Illness

The clinic booker is responsible for arranging and paying for adequate **personal insurance to cover any injury or illness to the participant before and during the clinic.**

A refund will not be provided if it is not sufficiently demonstrated and valued by our medical services.

2.2 - Non - Attendance

For the avoidance of doubt, no refund is permitted for a participant's failure to attend the clinic. The person in charge of the reservation may request the corresponding kit.

4 - Liability

None of the parties involved in the organization and promotion of the clinics can accept any responsibility for personal injuries to participants or loss/damage to personal effects or property.

5 - Media

Official Real Madrid Foundation Clinics Indonesia photographs and video may be taken of registered participants at any of our clinics.

These pictures and videos may be used, reproduced and/or published in our social Real Madrid Foundation Clinics Indonesia publications including but not limited to magazines, DVD's, news reports and on social media sites including Instagram, Facebook, Twitter and YouTube. Official /Real Madrid Foundation Clinics Indonesia photographs and video can also be used by any of our official partners.

6 - Medical

The clinic booker authorises Real Madrid Foundation Clinics Indonesia staff to administer or approve any medical treatment deemed necessary to the participant.

The participant's relevant medical information must be submitted as part of the clinic application process.

7 - Clinic Conduct

Real Madrid Foundation Clinics Indonesia staff reserves the right to remove any disruptive participants or parents/guardians from the clinic and/or venue.

During the clinic, the participant is obliged to follow the instructions of the provider's staff and to follow the clinic rules. If these instructions are not followed and there is a risk of endangering the safety of participants or seriously disrupting the clinic the participant can be excluded from further participation.

In this case there is no entitlement to a refund of the clinic fee. In the event of clinic exclusion, the participant must be picked up immediately by the legal guardian.

8 - Training Kit Package

All clinic participants must use the entire training kit package daily.

In the event that a participant does not come with the required clothing, he/she may be excluded from the training day.

9 - Contact

All communications that the Real Madrid Foundation Clinics Indonesia needs to make, will be made through the participants' subscription emails.

The Real Madrid Foundation Clinics Indonesia reserves the right to act as valid proof of sending the same, remaining in its database without being responsible for whether the booker has been able to receive the notifications in certain mailboxes.

Proof of sending from the Real Madrid Clinics Foundation Indonesia email base will be sufficient to confirm the communication.

10 - Privacy Policy

Our Privacy Policy is devised to help you feel more confident about the privacy and security of your personal details and shows how Real Madrid Foundation Clinics Indonesia intends to process, retain and remove your personal data, and the lawful basis for doing so. It is applicable to any information which is given by you or your company to Real Madrid Foundation Clinics Indonesia.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What information do we collect about you?

We may collect personal information which we receive when:

You use our website

You use our services or products

You contact us

You subscribe to or use our social media accounts

This may include information which you provide when you:

Contract with us

Enter information on our website

Enter information on our customer surveys/offers

Interact on our social media accounts

Contact us directly in writing or by phone

Enter a competition or promotion

We collect personal information which parents/guardians provide us about children through registering as a clinic member or booking our courses. We also collect information about school representatives when they enter their details to arrange or find out more about the services we offer.

11 - Governing Law & Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of Spain. Real Madrid Foundation Clinics Indonesia and the clinic booker hereby submit to the exclusive jurisdiction of the Spain courts.

12 - Weather Conditions

The organisers of the Real Madrid Foundation Clinics Indonesia may cancel any training session if the weather could put on risk any participants or their families. In any case, the Real Madrid Foundation Clinics Indonesia is not responsible for any session that may be affected and will not be obligated to change its date.