

Client Terms And Conditions

Version 2.0

BACKGROUND

- A. The Client operates sports facilities and activities which can be booked on a single or recurring basis and wishes to use Playfinder's Booking System (as defined below) in order to manage and take bookings online, and for Playfinder to be appointed as its agent for the promotion of such facilities and activities in order to take bookings on behalf of it (the Marketing Services) (together the Playfinder Services).
- B. This Agreement sets out the obligations of Playfinder and the Client with regards to such appointments.

AGREED TERMS

1. Interpretation

- 1.1. The definitions set out in Schedule 1 apply in this Agreement.
- 1.2. The following rules of interpretation apply in this Agreement:
 - 1.2.1. Clause, Schedule and paragraph headings shall not affect the interpretation of this Agreement.
 - 1.2.2. A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality) and that person's personal representatives, successors and permitted assigns.
 - 1.2.3. A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
 - 1.2.4. A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
 - 1.2.5. A reference to writing or written includes e-mail not fax.
 - 1.2.6. Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

- 1.2.7. Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.
- 1.2.8. References to clauses and Schedules are to the clauses and Schedules of this Agreement.
- 1.2.9. The Schedules form part of this Agreement and shall have effect as if set out in full in the body of this Agreement. Any reference to this Agreement includes the Schedules.
- 1.2.10. Any approval, permit, consent or other authorization provided under this Agreement shall only be valid if given in writing.

2. Booking Software

- 2.1. **License Grant & Restrictions.** Subject to the Client's payment of the Fees and compliance with this Agreement, Playfinder grants the Client a non-exclusive, non-transferable right to access and use the Booking System during the term of this Agreement solely for its internal business operations. The Client shall not:
 - 2.1.1. attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Booking System;
 - 2.1.2. attempt to reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Booking System; or
 - 2.1.3. access all or any part of the Booking System in order to build a product or service which competes with the Booking System.
- 2.2. If a technical or operational problem occurs with the Booking System or with any of the Playfinder's internal systems, Playfinder shall be entitled to temporarily suspend access to the Booking System without prior notice to the Client in order to create a fix or to discuss a reasonable resolution with the Client. Playfinder shall immediately notify the Client once it has temporarily suspended access to the Booking System. If a technical fix is required, Playfinder must work to the SLA as detailed in Clause 5.2 in which they will attempt to resolve the issues in question.

3. Bookings

- 3.1. Playfinder shall provide a confirmation email to the Client in connection with each Booking made pursuant to this Agreement including the following information:
 - 3.1.1. the name of the User making the Booking (the "**Booking User**");
 - 3.1.2. a contact telephone number for the Booking User.

- 3.2. The Client will also have access to the above information and the Booking User's email address, via the Booking System.
- 3.3. If a User has a Booking Accepted by the Client, the Client must honour such Booking. If the Client fails to honour a Booking, the Client shall:
 - 3.3.1. refund the Booking Fee to the User; or
 - 3.3.2. provide a complimentary replacement slot.
- 3.4. The Client shall inform Playfinder of its policy for making changes to, and cancelling, Bookings and shall inform Playfinder immediately in writing of any changes to such policy. Playfinder shall be entitled to apply the Client's policy for making changes to, and cancelling, Bookings without consulting the Client.

4. **Standard Terms**

- 4.1. **Client's standard terms.** All Bookings agreed by Playfinder on behalf of the Client shall be on the Client's standard terms and conditions for the supply of the Services or on such other terms and conditions as the Client may at any time specify in writing to Playfinder (Client Conditions).
- 4.2. **Incorporation of standard terms into contracts for Bookings.** Playfinder shall, in the course of dealing with Users, bring to their notice the Client's terms and conditions referred to in clause 5.1 so as to incorporate them into the contract for the Booking.

5. **Playfinder Obligations**

- 5.1. Playfinder undertakes and agrees at all times during the term of this Agreement:
 - 5.1.1. to ensure that all reasonable details of the Facilities as supplied by the Client to Playfinder from time to time are promptly displayed on the Website. Reasonable details shall include details of opening hours, prices and any applicable regulations for use;
 - 5.1.2. to ensure that any technical issue encountered by the Client is addressed promptly once it has been notified to Playfinder by the Client;
 - 5.1.3. to use all reasonable endeavours to provide reasonable notification of all scheduled maintenance of its Website to the Client; and
 - 5.1.4. to appoint an account manager to handle the Client's account with Playfinder (the Account Manager). Playfinder may replace the Account Manager from time to time where reasonably necessary in the interests of Playfinder's business.
- 5.2. Playfinder would adhere to Service Level Agreements (SLAs) of the following:

Severity Level	Service Level Response
Critical: which means an issue with the Booking System that affects the Frontline Process. e.g. Users unable to book on the widget/Playfinder/Bookteq.	Stage 1: Acknowledge receipt of a Support Request (Initial Response) within 1 Business Hour of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 6 Business hours of Playfinder sending the Initial Response.
High: which means an issue with the Booking System that affects the Second Line Process e.g. integrations, emails etc	Stage 1: Issue an Initial Response within 1 Business Day of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 1 Business Day of Playfinder sending the Initial Response.
Medium: which means an issue with the Booking System that detrimentally affects the operation of the Booking System. e.g. modals not closing, items not appearing in the calendar etc	Stage 1: Issue an Initial Response within 2 Business Days of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 20 Business Days of Playfinder sending the Initial Response.
Low: which means an issue with the Booking System which is noticeable, but does not affect the functionality of the Booking System e.g. text changes	Stage 1: Issue an Initial Response within 2 Business Days of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 30 Business Days of Playfinder sending the Initial Response.
Uptime Guarantee	99.9%

6. Rights Of Playfinder

- 6.1. Playfinder has the right to display on the Website all availability of the Services as obtained via the Booking System
- 6.2. The Client hereby authorises Playfinder to use the Client's Intellectual Property only for the purposes of and during the term of this Agreement.
- 6.3. Playfinder shall be entitled but not obliged (except for displaying details of the Facilities in accordance with clause 6.1.1) to advertise and promote the Services in the Territory using any method that it sees fit and for which it has received all necessary legislative consents or approvals.
- 6.4. Playfinder shall have the right to make any refund of the Bookings Fees (Refund) for Bookings on the Website which it considers appropriate due to the acts or omissions of the Client, including, without limitation, as a result of any double Booking by the Client or by a third party on behalf of the Client or any failure to make the Facilities available by the Client.
- 6.5. At Playfinder's sole discretion:
 - 6.5.1. the Client shall reimburse Playfinder for the amount of any Refund immediately on demand; or
 - 6.5.2. Playfinder shall be entitled to deduct the amount of any Refund from any payment which it is obliged to make to the Client pursuant to this Agreement.
- 6.6. **Playfinder IP Ownership.** The Client acknowledges and agrees that Playfinder and/or its licensors own all intellectual property rights in the Booking System, the Website, and the Services. Except as expressly stated herein, this Agreement does not grant the Client any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trade marks (whether registered or unregistered), or any other rights or licences in respect of the Booking System or the Services.

7. Client Obligations

- 7.1. In order to ensure the smooth operation and maximum value of the Booking System, the Client undertakes and agrees at all times during the term of this Agreement to comply with the provisions of this clause 7.
- 7.2. The Client shall at all times act in good faith towards Playfinder.
- 7.3. The Client shall provide Playfinder with all of the information Playfinder reasonably requires carrying out its duties, including marketing information for and details of the Facilities, and information about the Client.

- 7.4. If the Facilities (or any part of them) are rendered temporarily or permanently unavailable for use for whatever reason the Client shall immediately:
 - 7.4.1. enter into the Booking System the fact that it is not available for Booking; and
 - 7.4.2. notify Playfinder by email so as to enable Playfinder to ensure that no further Booking is made and to mark such Facility (or part thereof) unavailable for Booking.
- 7.5. The Client will use best endeavours to ensure that a Facility which is the subject of a Booking made pursuant to this Agreement is available and fit for use at the time for which the Booking was made.
- 7.6. In the event of a complaint by a User or other service-related incident or issue arising in connection with a Booking made pursuant to this Agreement, the Client shall cooperate with Playfinder so far as reasonability possible to facilitate the quickest possible resolution of that complaint, incident or issue.
- 7.7. The Client shall deal expeditiously with any User who has Booked in the event of any problems with the condition or usability of the Facilities (or part thereof) which are the subject of such Booking.
- 7.8. The Client shall update the Booking System with any changes to the Booking Fees.
- 7.9. The Client shall inform Playfinder immediately of any changes to the senior booking staff at the Facilities that may be relevant to the delivery of the Service.

8. Payment

- 8.1. If either party fails to make any payment due to the other under this Agreement by the due date for payment, then it shall pay interest on the overdue amount at the rate of 3% per annum above the base rate of the Bank of England. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgement. The defaulting party shall pay the interest together with the overdue amount.
- 8.2. If any dispute arises as to the amount of Fees payable by the Client to Playfinder, the same shall be referred to Playfinder's accountants for settlement and their decision, save in the case of manifest error, shall be final and binding on both parties.

9. Data Protection

- 9.1. The parties agree that the Data Processing Agreement (DPA) available at [Playfinder and Bookteq_Data Processing Agreement \(DPA\)_v1.0_09012026](#) shall

apply to the processing of Personal Data under this Agreement. The DPA is hereby incorporated by reference into this Agreement.

- 9.2. To the extent of any conflict between this Agreement and the DPA regarding Data Protection Legislation, the DPA shall prevail.

10. Termination

- 10.1. Without affecting any other right or remedy available to it, either party may terminate this Agreement with immediate effect by giving written notice to the other party if:
- 10.1.1. the other party commits a material breach of any term of this Agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified in writing to do so;
 - 10.1.2. the other party repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Agreement;
 - 10.1.3. the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.
 - 10.1.4. the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (being a company) for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
 - 10.1.5. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
 - 10.1.6. an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party (being a company);
 - 10.1.7. the holder of a qualifying floating charge over the assets of that other party (being a company) has become entitled to appoint or has appointed an administrative receiver;
 - 10.1.8. a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;

- 10.1.9. a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
 - 10.1.10. any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 10.1.3 to clause 10.1.9 (inclusive);
 - 10.1.11. the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.
- 10.2. Playfinder may terminate the Agreement with immediate effect by giving written notice to the Client if:
- 10.2.1. the Client fails to pay any amount due under this Agreement on the due date for payment and remains in default not less than 14 days after being notified in writing to make such payment; and
 - 10.2.2. there is a change of control of the Client (within the meaning of section 1124 of the Corporation Tax Act 2010).

11. Consequences Of Termination

- 11.1. On termination of this Agreement:
- 11.1.1. the provisions of our Fees shall continue in force in relation to:
 - 11.1.1.1. all Bookings made by Playfinder before the date of termination; and
 - 11.1.1.2. all subsequent Bookings made under the clauses related to any applicable Fees, whether made before or after the date of termination;
 - 11.1.2. the following clauses shall continue in force: clause 1 (Interpretation), clause 9 (Data Protection), clause 11 (Consequences of Termination), clause 12 (Indemnity), clause 14 (Confidentiality) and clause 16.2 (Entire Agreement) to clause 16 (Jurisdiction) (inclusive).
- 11.2. Termination of this Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination.

12. Indemnity And Insurance

- 12.1. The Client shall indemnify Playfinder against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of

profit, loss of reputation and all interest, penalties and legal and other professional costs and expenses) suffered or incurred by Playfinder arising out of or in connection with:

- 12.1.1. any claim made against Playfinder by a third party for damage to property, death or personal injury to the extent that such claim arises out of, or is in connection with, any use of the Facilities by any person;
- 12.1.2. any claim made against Playfinder by a third party arising out of, or in connection with, the marketing of the Services and/or the taking of Bookings by Playfinder, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of this Agreement by the Client, its employees, agents or subcontractors including, without limitation:
 - 12.1.2.1. any failure to make the Facilities available for a Booking; or
 - 12.1.2.2. the taking of any double Booking by the Client or by a third party or by Playfinder as a result of any defect or failure with the Booking System;
- 12.1.3. any claim made against Playfinder for actual or alleged infringement of a third party's Intellectual Property arising out of, or in connection with, the marketing of the Services and/or the taking of Bookings using the Intellectual Property or purported Intellectual Property of the Client; and
- 12.1.4. any claim made against Playfinder for any actual or alleged breach of Data Protection Legislation by the Client.
- 12.2. During the term of this Agreement and for a period of two years after the termination or expiry of this Agreement, the Client shall maintain in force, with a reputable insurance company, adequate insurance to cover the risk of a claim against the Client, whether under or in connection with this Agreement or otherwise including public liability insurance of not less than £2,000,000, employer's liability insurance of not less than £5,000,000, and shall produce to Playfinder on request a copy of the insurance policy.

13. Limitation Of Liability

- 13.1. Nothing in this Agreement shall limit or exclude the liability of either party for:
 - 13.1.1. 13.1.1. death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
 - 13.1.2. fraud or fraudulent misrepresentation or wilful default;
 - 13.1.3. liability under the indemnities contained in clause 12.1; or
 - 13.1.4. any matter in respect of which it would be unlawful to exclude or restrict liability.
- 13.2. Subject to clause 13.1 above:

- 13.2.1. Neither party shall under any circumstances whatever be liable to the other, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any:
- 13.2.1.1. loss of profit;
 - 13.2.1.2. loss of revenue;
 - 13.2.1.3. loss of business opportunity;
 - 13.2.1.4. loss of goodwill;
 - 13.2.1.5. loss of anticipated savings;
 - 13.2.1.6. loss of use or corruption of software, data or information;
 - 13.2.1.7. indirect or consequential loss; or
 - 13.2.1.8. damage to property, personal injury or death arising out of the use of the Facilities.
- 13.2.2. The total liability of Playfinder in respect of all loss or damage arising under or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed 100% of the average annual Subscription Fee nor the average annual Fees (calculated by reference to the Subscription Fee and the Fees in successive 12 month periods from the date of this Agreement) paid by the Client under this Agreement.
- 13.3. **Standard Support.** Playfinder shall use commercially reasonable endeavours to provide the Support Services (technical helpdesk via telephone and email) during Business Hours. Playfinder does not warrant that the Support Services will prevent all delays or interruptions to the Booking System, nor that it will be able to rectify every Fault immediately.
- 13.4. **Managed Services.** Where the Client engages Playfinder to provide Managed Services (being the active administration of bookings on behalf of the Client, such as handling User enquiries and manual booking entry), Playfinder shall perform such services with reasonable skill and care. However, the Client acknowledges that Playfinder shall not be liable for any loss of revenue, loss of business opportunity, or loss of goodwill arising from administrative errors, missed calls, or manual booking entry errors, provided such errors were not caused by Playfinder's gross negligence or wilful misconduct.

14. Confidentiality

- 14.1. Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other

party or of any member of the group of companies to which the other party belongs, except as permitted by clause 14.2.

14.2. Each party may disclose the other party's confidential information:

14.2.1. to its employees, officers, representatives or advisers who need to know such information for the purposes of carrying out the party's obligations under this Agreement. Each party shall procure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause 14; and

14.2.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

14.3. No party shall use any other party's confidential information for any purpose other than to perform its obligations under this Agreement.

15. Compliance

15.1. Each party shall at its own expense comply with all laws and regulations relating to its activities under this Agreement, as they may change from time to time, and with any conditions binding on it in any applicable licences, registrations, permits and approvals.

16. General

16.1. **Force majeure.** Neither party shall be in breach of this Agreement nor liable for delay in performing, or failure to perform, any of its obligations under this Agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control. If the period of delay or non-performance continues for two months, the party not affected may terminate this Agreement by giving seven days' written notice to the affected party.

16.2. **Entire agreement.**

16.2.1. This Agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

16.2.2. Each party acknowledges that in entering into this Agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this Agreement.

- 16.3. **Variation.** No variation of this Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 16.4. **Assignment and other dealings.**
- 16.4.1. This Agreement is personal to the Client and the Client shall not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this Agreement.
- 16.4.2. Playfinder may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under this Agreement, provided that it gives prior written notice of such dealing to the Client.
- 16.5. **Waiver.** No failure or delay by a party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 16.6. **Severance.** If any provision or part-provision of this Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Agreement.
- 16.7. **Notices.**
- 16.7.1. Any notice or other communication given to a party under or in connection with this Agreement shall be in writing, addressed to that party at its registered office or such other address as that party may have specified to the other party in.
- 16.7.2. A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 16.7.1; if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by email, one Business Day after transmission (provided no delivery failure notification (or the like) is received).
- 16.7.3. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

- 16.8. **Third party rights.** No one other than a party to this Agreement, their successors and permitted assignees, shall have any right to enforce any of its terms.
- 16.9. **Governing law.** This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
- 16.10. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

This Agreement has been executed and delivered by the parties hereto on the date stated at the beginning of it.

SCHEDULE 1: DEFINITIONS

Defined Term	Definition
Accepted	where the Client's booking software accepts the Booking or (where the Client is responsible for taking Repeat Bookings), the Repeat Booking is agreed by the Client;
Agreement	the contract between Playfinder and the Client for the supply of the Services, comprising the signed Quote/Proposal, these Terms and Conditions, and the DPA;
Repeat Booking	a multiple and/or recurring booking of the Facilities (or any part thereof);
Booking	a booking of the Facilities (or any part thereof) whether made online, by telephone or email or via a Repeat Booking and Booked shall be construed accordingly;
Booking Fee	the amount charged by the Client for a Booking;
Booking System	the Bookteq booking software/feature provide to the Client by Playfinder, including the Client's availability and booking data for the Facilities;
Booking User	has the meaning given to it in clause 3.1.1;
Business Day	a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business;
Business Hours	the period from 9.00 am to 5.00 pm on any Business Day;
Client Conditions	has the meaning given to it in clause 4.1;
Data Protection Legislation	all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended;
Data Services	the Client's booking availability and the booking software provided and operated by Playfinder;
Facilities	the sports facilities and activities which the Client permits Playfinder to market and take bookings for from time to time;

Fault	a material defect or error in the Booking System that causes it to fail to operate substantially in accordance with its specifications;
Fees	the Subscription Fee, Booking Fee, and any other fees or commissions payable by the Client to Playfinder under this Agreement;
Frontline Process	the core functionality of the Booking System allowing a User to view availability and complete a Booking (used to determine Critical Severity in the SLA);
Intellectual Property	patents, utility models, rights to inventions, copyright and neighbouring and related rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim property from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.
Mobile Application	Playfinder's mobile application for the booking of sports facilities;
Services	the provision of the Booking System, the Marketing Services, the Support Services, and (where applicable) the Managed Services provided by Playfinder to the Client under this Agreement;
Subscription Fee	the amount payable to Playfinder per month for the provision of the Booking System;
Support Request	a notification of a Fault or query submitted by the Client to Playfinder via the designated support email address or telephone number;
Territory	Worldwide;
User	any individual who accesses or uses the Website, Mobile Application, or Booking System;
Website	Playfinder's website under the domain name www.playfinder.com or any other domain name that Playfinder uses from time to time.

VERSION HISTORY

Version	Date	Description	Author	Approver
2.0	Jan 9, 2026	Version 2.0	Charlie Merrett-Clarke	
1.0	March 1, 2024	Version 2.0	Jamie Foale	