# PaceLab Ltd UK Academy Programme- Terms & Conditions

**Effective from:** 1st September 2026
**Policy owner:** PaceLab Ltd
**Registered company number:** 11702887
**Registered office:** 9 High Street, Wellington, Somerset, TA21 8QT, United Kingdom
**Programme contact email:** info@pacelabglobal.com
**Version:** 1.0

## 1. About These Terms

These Terms and Conditions apply to participation in UK academy programmes operated by PaceLab Ltd ("PaceLab", "we", "us" or "our").

They apply to all PaceLab-operated UK academy programmes, including PaceLab fast bowling programmes, SpinLab programmes, Power Hitting programmes and any associated training, profiling, testing, strength and conditioning, online support or other services included within an Academy enrolment.

Specific details relating to each programme, including its location, dates, session times, fees, payment schedule and programme inclusions, will be provided separately in the relevant programme information, booking confirmation or enrolment documentation.

These Terms and Conditions should be read alongside the following PaceLab policies:

- Safeguarding and Child Protection Policy
- Participant and Parent/Carer Code of Conduct
- Health and Safety Policy
- Photography, Filming and Streaming Policy
- Privacy Policy

By completing enrolment and making payment, the participant, or their parent or legal guardian where the participant is under 18, agrees to these Terms and Conditions.

Nothing in these Terms and Conditions affects a consumer's statutory rights.

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## 2. Enrolment

A place on a PaceLab Academy is only confirmed when:

1. PaceLab has accepted the participant onto the programme;

2. the required deposit or initial payment has been received;
3. the required onboarding and participant information has been completed; and
4. any other enrolment requirements communicated by PaceLab have been satisfied.

Places are subject to availability and may be limited by programme capacity, facility capacity, coaching ratios or the nature of the programme.

PaceLab reserves the right to decline an application where we reasonably consider that the programme is not appropriate for the participant, including because of age, programme level, capacity, health or safety considerations or the participant's support requirements.

Where this happens before the programme has started and PaceLab cannot reasonably provide the service booked, any programme fees already paid for services not provided will be refunded.

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**3. Participants Under 18**

Where a participant is under the age of 18, enrolment must be completed or authorised by their parent or legal guardian.

The parent or guardian entering into the booking is responsible for:

- providing accurate information about the participant;
- ensuring that required onboarding forms are completed;
- providing relevant medical, emergency contact and safeguarding information;
- informing PaceLab of any material changes to that information;
- ensuring that the participant understands the relevant participant rules and Code of Conduct;
- arranging safe travel to and from training unless otherwise expressly agreed; and
- making payments due under the programme agreement.

PaceLab may communicate directly with participants where appropriate to their age and the nature of the programme, but communication with children will be managed in accordance with PaceLab's Safeguarding and Child Protection Policy.

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**4. Programme Delivery**

PaceLab will use reasonable care and skill in the delivery of its programmes.

Programme descriptions represent the intended structure of the programme at the time of enrolment.

PaceLab may make reasonable changes to:

- session content;
- training structure;
- coaching groups;
- coaches or support staff;
- equipment or technology used;
- session timings;

- training areas within a venue; or
- the order in which elements of the programme are delivered,

where this is reasonably necessary for coaching, operational, safety, facility or participant-development reasons.

Where possible, PaceLab will communicate material changes in advance.

The involvement of a named coach, specialist, consultant or guest practitioner in programme information does not guarantee that they will personally attend every session unless this has expressly been stated as part of the booking.

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**5. Programme Venues**

PaceLab Academy programmes may operate from facilities owned or managed by third parties, including schools, cricket centres, universities, clubs and commercial training facilities.

Participants and accompanying parents or guardians must comply with reasonable venue rules, health and safety procedures and access requirements.

PaceLab is not responsible for facilities or services provided independently by a third-party venue, except to the extent that PaceLab has a legal responsibility in relation to its own use of that venue or delivery of the programme.

Venue information for each Academy will be provided separately.

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**6. Programme Fees**

The total programme fee and payment schedule will be stated in the relevant programme information, invoice, estimate, payment plan or booking confirmation.

The programme fee may consist of:

- an initial deposit;
- one or more instalments;
- an upfront programme fee; and/or
- additional services specifically selected by the participant.

Unless otherwise stated, all prices communicated to consumers include VAT where VAT is applicable.

The person completing the booking is responsible for ensuring that all payments are made by their due dates.

**Late Payments**

If an instalment is not received when due, PaceLab may contact the account holder and request payment.

Where payment remains outstanding for more than **30 days**, PaceLab may suspend access to sessions, online training, coaching support or other programme services until the account is brought up to date.

PaceLab will provide reasonable notice before suspending participation for non-payment.

Persistent non-payment may result in termination of the participant's place in accordance with these Terms.

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**7. Deposits**

Where a deposit is required, the amount will be stated before enrolment.

The deposit reserves the participant's place and contributes towards PaceLab's costs and commitments in establishing and operating the programme.

Any amount retained following cancellation will be reasonable and proportionate to PaceLab's actual losses and commitments resulting from that cancellation.

Nothing in this section limits any statutory cancellation or refund rights.

**Standard Academy deposit:** £180

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**8. Statutory Cooling-Off Period**

Where a consumer enters into the programme contract online, by telephone or through another qualifying distance-selling method, they will normally have a statutory right to cancel the contract within 14 days beginning on the day after the contract is entered into, where applicable under consumer law.

To exercise this right, the customer must clearly inform PaceLab that they wish to cancel.

Cancellation requests should be sent to:

**Email:** info@pacelabglobal.com

Where the customer asks PaceLab to begin providing services during the 14-day cancellation period, the customer may be required to pay a reasonable amount for services supplied before cancellation.

Where a service has been fully performed during the cancellation period following the customer's express request and acknowledgement that the cancellation right will be lost once the service has been fully performed, the statutory right to cancel may end.

These provisions do not affect any other statutory rights.

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**9. Participant Withdrawal After the Cooling-Off Period**

If a participant chooses to withdraw from an Academy after any applicable statutory cancellation period has expired, the parent, guardian or adult participant must notify PaceLab in writing.

PaceLab may retain or charge an amount that reasonably reflects losses resulting directly from the cancellation, including costs already committed and any loss that PaceLab cannot reasonably mitigate.

PaceLab will not impose a cancellation charge that exceeds the loss PaceLab could reasonably expect to incur as a result of the cancellation.

Where PaceLab is able to fill the participant's place or otherwise reduce its loss, this will be taken into account when determining any refund or outstanding amount.

**Academy-Specific Withdrawal Policy**

Once the programme has started, the programme deposit will normally be retained and any refund of advance payments for future sessions will be calculated taking into account sessions already delivered, services already provided and reasonable costs or losses incurred by PaceLab as a result of the withdrawal

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**10. County, Academy or Representative Cricket Clashes**

PaceLab recognises that participants may also be involved with county, academy, school or other representative cricket programmes.

Where a confirmed county or recognised representative programme creates a direct clash with the PaceLab Academy, the following policy will apply:

**Before the Academy begins:**
Where a participant is unable to participate because of a confirmed direct county-programme clash notified before the Academy begins, the programme deposit will be refunded in full.

**After the Academy has begun:**
Where a participant has to withdraw because of a confirmed county-programme clash after the Academy has begun, the deposit will not normally be refunded and the remaining programme fee will be recalculated on a pro-rata basis for unused programme sessions, subject to any reasonable costs already incurred.

Evidence of the conflicting programme commitment may be requested.

This provision relates to genuine programme conflicts and does not automatically apply where a participant simply chooses to attend another optional cricket activity instead of their PaceLab session.

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**11. Injury, Illness and Medical Withdrawal**

Participants are responsible for informing PaceLab of relevant injuries, medical conditions, allergies, medication, accessibility requirements or other information that may reasonably affect safe participation.

This information must be kept up to date throughout the programme.

Participants should not train where they have been advised by an appropriately qualified healthcare professional not to participate.

If a participant becomes injured or medically unable to continue the programme for an extended period, the participant or parent should contact PaceLab as soon as reasonably possible.

PaceLab will consider the circumstances and available options, which may include:

- adapting training;
- providing an alternative training programme;
- temporarily reducing elements of participation;
- transferring appropriate support online;
- deferring participation where practicable; or
- agreeing a partial withdrawal or refund where appropriate.

**Long-Term Injury Refund/Deferral Policy**

PaceLab may request reasonable medical confirmation before applying an injury-related withdrawal, credit or deferral.

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**12. Missed Sessions**

Programme fees reserve a participant's place for the programme rather than purchasing individual sessions unless PaceLab has expressly stated otherwise.

Where a participant misses a scheduled session because of personal circumstances, holidays, school commitments, transport difficulties, minor illness, optional cricket commitments or other reasons outside PaceLab's control, there is no automatic entitlement to:

- a refund;
- programme credit;
- an alternative session; or
- a reduction in future instalments.

PaceLab may, at its discretion and where practical, offer an alternative session or other support, but this cannot be guaranteed.

This does not affect the separate provisions relating to long-term injury, qualifying county clashes or sessions cancelled by PaceLab.

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**13. Flex Programme Participants**

Where PaceLab offers a Flex Academy option, the number of sessions included and the applicable fee will be confirmed at enrolment.

Flex participants may select from eligible Academy dates subject to:

- advance booking;
- session capacity;
- appropriate coaching group availability; and
- any programme-specific booking requirements.

PaceLab may identify particular sessions, such as profiling or testing sessions, that participants are strongly encouraged to attend.

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**14. Sessions Cancelled or Changed by PaceLab**

PaceLab will make reasonable efforts to deliver all scheduled sessions.

A session may need to be changed, postponed, relocated or cancelled because of circumstances including:

- facility closure;
- severe weather;
- unsafe conditions;
- coach illness or unavailability;

- transport disruption;
- public health requirements;
- emergencies;
- circumstances outside PaceLab's reasonable control; or
- other circumstances making delivery unsafe or impractical.

Where PaceLab cancels a session and is unable to provide a reasonable replacement, alternative session or equivalent service, an appropriate credit or refund for the affected service will be provided where required.

PaceLab is not responsible for a participant's ancillary costs, such as travel or accommodation costs, except where liability cannot lawfully be excluded.

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**15. Attendance and Punctuality**

Participants are expected to arrive in sufficient time to begin training at the published session start time.

Participants arriving late may be required to complete an appropriate warm-up or preparation before joining the session.

Where lateness would make immediate participation unsafe, a coach may delay or restrict participation until the participant can join safely.

Parents or guardians must notify PaceLab where a child is unexpectedly unable to attend where reasonably practicable.

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**16. Arrival and Collection of Children**

Unless PaceLab has expressly agreed otherwise, responsibility for a child remains with their parent or guardian until the child has arrived at the designated training area and been accepted into the session.

At the end of a session, parents or guardians are responsible for collecting the child promptly or ensuring that approved independent-travel arrangements are in place.

**Independent Travel**

Participants may leave independently where PaceLab has received appropriate parent or guardian authorisation.

PaceLab must be informed if someone other than the usual parent or guardian will collect a child where this is relevant to the programme's collection arrangements.

Persistent late collection may be treated as a safeguarding and programme-management concern.

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**17. Participant Health and Physical Activity**

Cricket coaching, fast bowling, batting, fielding, strength and conditioning, sprinting, jumping, throwing and other physical training involve physical exertion and an inherent risk of injury.

PaceLab will take reasonable steps to manage foreseeable risks and provide coaching with reasonable care and skill.

Participants must:

- follow reasonable coaching and safety instructions;
- use equipment appropriately;
- disclose relevant injuries or medical conditions;
- report pain, illness, dizziness or injury experienced during a session;
- avoid deliberately performing activities contrary to coaching instructions; and
- raise concerns where they do not understand an exercise or feel unable to perform it safely.

A coach may modify, restrict or stop a participant's activity where they reasonably believe continued participation may be unsafe.

Participation in a PaceLab programme does not guarantee that an individual will remain injury free.

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**18. Emergency Medical Treatment and First Aid**

PaceLab will maintain appropriate first aid and emergency procedures for its activities.

Where a participant becomes ill or injured, PaceLab may provide appropriate first aid and contact the participant's emergency contact.

Where PaceLab reasonably believes urgent medical treatment is required, emergency services may be contacted without waiting for a parent or guardian to arrive.

Parents and adult participants are responsible for ensuring emergency contact and medical information supplied to PaceLab remains accurate.

Any specific medical consent required by PaceLab will be obtained through the participant onboarding process.

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**19. Safeguarding and Child Protection**

PaceLab is committed to safeguarding and promoting the welfare of children, young people and adults at risk.

All programme delivery is subject to the PaceLab Safeguarding and Child Protection Policy.

Safeguarding concerns should be reported as soon as possible to:

**PaceLab Safeguarding Lead:** Ben Howe
**Email:** b.howe@pacelabglobal.com

Where there is an immediate risk of harm, emergency services should be contacted by calling 999.

PaceLab may share information with safeguarding authorities, statutory agencies, venues or relevant organisations where this is necessary and lawful to protect a child or another person.

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**20. Participant and Parent/Carer Conduct**

All participants, parents, guardians and spectators must comply with the PaceLab Participant and Parent/Carer Code of Conduct.

PaceLab expects behaviour to remain respectful, safe and appropriate.

PaceLab will not tolerate behaviour including:

- bullying;
- harassment;
- discriminatory behaviour;
- abusive or threatening language;
- violence or intimidation;
- deliberate unsafe behaviour;
- persistent disruption of coaching;
- abusive behaviour towards coaches, participants, officials, venue staff or other parents;
- inappropriate digital or social-media behaviour connected to the programme; or
- conduct that creates a safeguarding concern.

Where behaviour falls below expected standards, PaceLab will normally seek to resolve the issue proportionately.

Serious or repeated breaches may result in restrictions being placed on attendance or, where reasonably necessary, removal from the programme.

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**21. Suspension or Removal from a Programme**

PaceLab may suspend or terminate participation where there are reasonable grounds relating to:

- serious or repeated breaches of the Code of Conduct;
- safeguarding concerns;
- violence, abuse, bullying, harassment or discrimination;
- behaviour creating a material health and safety risk;
- persistent refusal to follow reasonable coaching instructions;
- serious misuse of facilities or equipment; or
- persistent non-payment.

Where appropriate, PaceLab will communicate the concern and provide a reasonable opportunity for it to be addressed before terminating participation.

Immediate suspension may be necessary where PaceLab reasonably considers that this is required to protect participants, staff or others while a serious matter is considered.

Any financial adjustment following removal from a programme will depend on the circumstances and will comply with applicable consumer law. PaceLab will not impose a disproportionate financial penalty.

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**22. Photography, Filming and Video Analysis**

Photography and video may form part of PaceLab's coaching, technical analysis, profiling and athlete-development processes.

This may include recording bowling, batting, movement, physical testing or other training activity and processing footage through approved coaching or analysis platforms.

Such footage will be managed in accordance with the PaceLab Photography, Filming and Streaming Policy and Privacy Policy.

Use of identifiable participant images or footage for public marketing, promotional or social-media purposes will be subject to the appropriate permissions.

Marketing consent will be managed separately and is not a condition of participating in the Academy.

Parents, guardians and participants must also comply with PaceLab's rules concerning photography and filming during sessions.

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**23. Technology and Online Services**

Some Academy programmes may include access to online coaching, athlete-management systems, video-analysis platforms, training applications, performance dashboards or other technology.

Participants may be required to create or access accounts with PaceLab or approved third-party providers.

Participants and parents are responsible for:

- providing accurate account information;
- maintaining appropriate security over login details;
- using systems appropriately; and
- complying with reasonable platform rules.

The exact technology used may change during a programme where PaceLab reasonably considers an alternative system appropriate.

Temporary interruptions to third-party technology do not automatically entitle the participant to a refund where PaceLab continues to provide the underlying programme service.

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**24. Personal Data and Privacy**

PaceLab will process participant and parent information in accordance with applicable data-protection legislation and the PaceLab Privacy Policy.

Information collected may include:

- contact details;
- participant information;
- emergency contacts;
- relevant medical information;
- training information;
- attendance;
- performance and testing data;
- photographs and video;

- coaching records; and
- programme communications.

Further information about how PaceLab collects, uses, stores and shares personal data is available in the Privacy Policy

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**25. Personal Belongings**

Participants are responsible for their personal possessions, clothing, cricket equipment, mobile phones and other belongings brought to a programme.

PaceLab will take reasonable care but cannot accept responsibility for loss, theft or damage to personal belongings unless caused by PaceLab's negligence or where liability cannot lawfully be excluded.

Participants should avoid bringing unnecessary valuables to sessions.

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**26. Equipment**

Where PaceLab provides equipment, participants must use it in accordance with coaching instructions and return it when requested.

Participants may be responsible for deliberate or reckless damage to equipment beyond reasonable wear and tear.

Where participants are required to provide their own cricket or protective equipment, this will be communicated as part of the programme information.

Participants remain responsible for ensuring their personally owned equipment is suitable and appropriately maintained.

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**27. Coaching and Performance Outcomes**

PaceLab programmes are designed to support participant development, but sporting development is affected by many factors outside PaceLab's control.

PaceLab does not guarantee:

- a particular increase in bowling speed or other performance measure;
- selection for a school, club, county, academy, professional or representative team;
- scholarships or contracts;
- specific competitive results; or
- any particular sporting career outcome.

Any testing, profiling, performance targets or projections should be understood as coaching and development tools rather than guaranteed outcomes.

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**28. Liability**

Nothing in these Terms and Conditions excludes or limits PaceLab's liability where it would be unlawful to do so, including liability for death or personal injury caused by PaceLab's

negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded.

PaceLab will provide its services with reasonable care and skill.

PaceLab will not be responsible for losses that were not reasonably foreseeable when the contract was entered into or losses arising from circumstances for which PaceLab is not legally responsible.

Nothing in these Terms and Conditions affects the participant's statutory consumer rights.

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**29. Circumstances Outside PaceLab's Reasonable Control**

PaceLab will not be responsible for a failure or delay in providing a programme caused by circumstances outside its reasonable control.

This may include significant weather events, facility closures, government restrictions, widespread transport disruption, utility failure, serious emergencies or other comparable events.

Where such circumstances materially affect programme delivery, PaceLab will take reasonable steps to minimise disruption and, where appropriate, offer replacement delivery, credit, rescheduling or another reasonable solution.

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**30. Transferring a Programme Place**

A programme place is allocated to the named participant and cannot be transferred to another person without PaceLab's prior agreement.

Requests to transfer to another PaceLab programme, Academy location or future programme will be considered individually and remain subject to:

- availability;
- programme suitability;
- timing;
- fees already incurred; and
- any difference in programme price.

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**31. Complaints and Concerns**

PaceLab aims to resolve concerns promptly and fairly.

General programme concerns should initially be raised with:

**Name/Role:** Ben Howe – PaceLab Business Manager
**Email:** b.howe@pacelabglobal.com

Safeguarding concerns should be raised using the procedure set out in PaceLab's Safeguarding and Child Protection Policy.

Nothing in this process prevents a consumer from exercising any legal rights available to them.

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**32. Changes to These Terms**

PaceLab may update these Terms and Conditions from time to time.

Where a change materially affects an existing participant's contractual rights or obligations, PaceLab will communicate the change and will not rely on a retrospective change where doing so would be unfair or unlawful.

Minor administrative changes, updated contact information or changes required to reflect legislation or safeguarding requirements may be made where appropriate.

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**33. Governing Law**

These Terms and Conditions are governed by the law of England and Wales.

Participants retain any mandatory consumer rights relating to the courts or law applicable to them that cannot legally be excluded.

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**34. Contact Details**

**PaceLab Ltd**

Registered office: [9 High Street, Wellington, Somerset, TA218QT
Company number: 11702887
General enquiries: info@pacelabglobal.com
Accounts/payments: b.howe@pacelabglobal.com
Safeguarding: b.howe@pacelabglobal.com
Telephone: +447822013748
Website: https://pacelabglobal.com

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**Acceptance**

By enrolling in a PaceLab UK Academy programme, the adult participant or the parent/legal guardian of a participant under 18 confirms that:

- they have read and understood these Programme Terms and Conditions;
- the information supplied during enrolment is accurate to the best of their knowledge;
- they agree to comply with the relevant PaceLab policies;
- they understand the programme fee and payment obligations;
- they understand the cancellation and withdrawal arrangements;
- relevant medical and safeguarding information will be disclosed to PaceLab; and
- they will notify PaceLab if relevant participant information changes during the programme.