PaceLab Ltd Bespoke Online 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: info@pacelabglobal.com
Version: 1.0

1. About These Terms

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

They apply to PaceLab Bespoke Bronze, Silver and Gold programmes and to any associated remote coaching, programming, video analysis, physical training, profiling, testing, digital learning, online communication, performance monitoring and technology services included within the participant's programme.

The precise programme level, fees, billing structure, minimum initial period, programme inclusions and level of coaching support will be confirmed at the time of enrolment or purchase.

These Terms should be read alongside the:

- PaceLab Safeguarding and Child Protection Policy;
- PaceLab Participant and Parent/Carer Code of Conduct;
- PaceLab Privacy Policy;
- PaceLab Photography, Filming and Streaming Policy; and
- any additional programme information supplied to the participant.

By completing enrolment and making payment, the adult participant, or the parent or legal guardian of a participant under 18, agrees to these Terms.

Nothing in these Terms affects any statutory or mandatory consumer rights that apply to the participant.

2. Programme Enrolment

A participant's place on a PaceLab Bespoke programme is confirmed when:

1. PaceLab has accepted the participant onto the programme;
2. the required initial payment has been received;
3. the required onboarding information has been completed; and

4. any other enrolment requirements communicated by PaceLab have been satisfied.

PaceLab may decline or recommend an alternative programme where we reasonably consider that the selected programme is not appropriate for the participant's age, current training level, circumstances, available facilities, support requirements or development needs.

3. Participants Under 18

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

The parent or guardian is responsible for:

- providing accurate information about the participant;
- completing required onboarding documentation;
- supplying relevant medical, safeguarding and emergency information;
- keeping relevant information up to date;
- ensuring that the participant understands relevant programme expectations;
- providing appropriate supervision where required for remote training; and
- ensuring that programme payments are made when due.

Communication with participants under 18 will be managed in accordance with PaceLab's Safeguarding and Child Protection Policy.

4. Bespoke Programme Levels

PaceLab currently operates different Bespoke programme levels, including Bronze, Silver and Gold.

The coaching access, learning content, testing, technology, communication access and other services available to a participant depend on their enrolled programme level.

PaceLab may update the structure, technology or method used to deliver a programme where this does not materially reduce the overall service purchased.

A participant does not automatically receive services belonging to a higher programme level unless PaceLab has expressly agreed an upgrade.

5. Online and Remote Delivery

PaceLab Bespoke is primarily a remote coaching service.

Delivery may include:

- individual training programmes;
- strength and physical-development programming;
- bowling-development programming;
- technical video analysis;
- remote coaching feedback;
- training monitoring;
- online learning resources;
- group or individual online sessions;
- performance testing;

- profiling;
- communication through approved PaceLab platforms; and
- other remote services appropriate to the participant's programme level.

Participants are responsible for completing prescribed training independently between coach interactions.

PaceLab cannot directly supervise every remote training session.

6. Participant Responsibility for Remote Training

Participants must exercise reasonable judgement when completing training remotely.

Participants are expected to:

- follow the programme as instructed;
- read and understand training instructions before beginning;
- ask PaceLab for clarification where an instruction is unclear;
- use appropriate training spaces and equipment;
- complete appropriate warm-ups and preparation;
- report pain, injury, illness or other relevant concerns;
- provide honest feedback about training completion and response;
- avoid deliberately exceeding prescribed workloads without agreement; and
- stop an activity where continuing would reasonably appear unsafe.

Participants must not interpret a written or video training programme as an instruction to continue exercising through significant pain, injury or concerning symptoms.

7. Training Environment and Supervision

PaceLab does not control the participant's remote training environment.

The participant, or their parent or guardian where applicable, is responsible for ensuring that:

- the training area is reasonably safe;
- sufficient space is available;
- equipment used is suitable and in safe condition;
- appropriate footwear and protective equipment are used where required;
- exercises are not performed in clearly unsuitable conditions;
- any local facility rules are followed; and
- appropriate adult supervision is available where reasonably required due to the participant's age or the nature of the activity.

PaceLab may advise that a particular exercise or session should not be completed where appropriate facilities, equipment or supervision are unavailable.

8. Health, Injury and Medical Information

Participants must inform PaceLab of relevant injuries, medical conditions, medication, accessibility requirements or other information that may reasonably affect participation.

Participants should promptly notify PaceLab if circumstances change during the programme.

PaceLab coaching and training programmes are not medical diagnosis or medical treatment.

Where appropriate, participants should seek advice from a suitably qualified healthcare professional before beginning, modifying or returning to physical training.

PaceLab may modify or temporarily restrict programme activity where we reasonably consider this appropriate for participant welfare.

9. Training Programmes and Coaching Decisions

Training recommendations are based on the information reasonably available to PaceLab.

Participants must provide accurate information regarding matters including:

- training availability;
- current workload;
- cricket activity;
- injury status;
- equipment and facility access;
- testing results; and
- other relevant coaching information.

If information is incomplete or inaccurate, PaceLab may be unable to provide an appropriately individualised programme.

PaceLab may modify training programmes, workloads, exercises, technical recommendations or development priorities throughout the programme.

10. Video Analysis and Training Footage

Participants may be required or encouraged to upload video footage for coaching and technical analysis.

Participants are responsible for ensuring that footage is recorded safely and appropriately.

Where another person appears in footage, the participant should ensure that recording and sharing the footage is appropriate and lawful.

Footage provided for coaching may be processed using PaceLab-approved coaching, analysis or athlete-management platforms.

Public or promotional use of identifiable footage will be subject to the appropriate consent and PaceLab's Photography, Filming and Streaming Policy.

11. Technology and Online Platforms

Bespoke programmes may use technology including:

- video-analysis platforms;
- training applications;
- performance-management systems;
- online learning platforms;
- community platforms;
- testing and profiling technology; and
- communication tools.

The specific platforms used may differ according to programme level.

Participants are responsible for:

- providing accurate account information;
- protecting account login details;
- using platforms appropriately;
- maintaining reasonable internet and device access; and
- complying with applicable platform rules.

PaceLab may replace or change a third-party platform where reasonably necessary.

Temporary interruption to a third-party platform does not automatically entitle the participant to a refund where PaceLab continues to provide the substantive programme service.

This is consistent with the technology provisions already used in your Academy terms. PaceLab Ltd UK Academy Programm…

12. Communication

Participants should use PaceLab's approved communication channels.

The permitted communication routes and expected response times may depend on the participant's programme level.

Participants should not assume that coaches are continuously available or able to respond immediately unless the relevant programme expressly provides otherwise.

Where a participant is under 18, communication must comply with PaceLab safeguarding requirements.

Abusive, threatening, discriminatory or inappropriate communication will not be accepted.

13. Programme Fees

The participant's fees and billing structure will be communicated before purchase.

PaceLab Bespoke may include:

- an upfront programme fee;
- an initial setup or sign-up fee;
- fixed instalments;
- recurring subscription payments; and/or
- other agreed services.

The specific price displayed at checkout, on the payment page, invoice, order confirmation or programme agreement applies to that enrolment.

Unless otherwise stated, consumer prices include VAT where applicable.

14. Bespoke Bronze Billing

Bespoke Bronze is purchased in fixed three-month programme periods.

The current Bronze fee and applicable programme period will be shown at enrolment.

Where the participant continues beyond the initial three-month period, a further three-month Bronze period may be purchased or renewed at the applicable Bronze fee.

Unless the payment arrangement expressly provides for automatic renewal, the participant is responsible for completing the next renewal payment.

Where automatic renewal is used, the participant will be informed before entering the payment arrangement.

15. Bespoke Silver Billing

Bespoke Silver includes an initial three-month programme period.

Participants may be offered different payment arrangements for that initial period, including:

- a single upfront payment; or
- a fixed number of instalments.

After completion of the initial three-month period, Silver may continue on an ongoing monthly subscription at the rate agreed at enrolment.

Where a participant chooses an instalment arrangement, all scheduled instalments forming part of the initial commitment remain payable subject to applicable consumer rights and any agreed cancellation or withdrawal arrangement.

16. Bespoke Gold Billing

Bespoke Gold may include:

- an initial setup fee; and
- an ongoing monthly subscription.

Where the recurring Gold subscription includes an initial trial or delayed first billing period, the first recurring charge will be collected on the date stated during enrolment.

The setup fee and recurring subscription are separate elements of the Gold programme.

17. Recurring Payments

Where the participant enters into a recurring payment arrangement, the participant authorises the relevant payment provider to collect the agreed recurring fee in accordance with the billing schedule displayed when the subscription is established.

Participants are responsible for maintaining a valid payment method.

Where payment details change, the participant should update them promptly.

18. Failed and Late Payments

Where a scheduled payment fails or remains outstanding, PaceLab may:

- notify the account holder;
- request updated payment information;
- retry payment where permitted;
- temporarily restrict programme access where payment remains outstanding; and
- terminate the programme for persistent non-payment.

PaceLab will normally provide reasonable notice before suspending programme services for non-payment.

A single failed card payment will not automatically result in immediate removal from the programme.

This follows the same general principle already used in your Academy terms, where prolonged non-payment may lead to suspension after reasonable notice. PaceLab Ltd UK Academy Programm…

19. Cooling-Off Rights

Where a consumer enters into a programme contract online, by telephone or through another qualifying distance-selling method, they will normally have a statutory right to cancel within the applicable cooling-off period where required by law.

Where UK consumer law applies, this will normally be 14 days beginning on the day after the contract is entered into.

Cancellation requests should be sent to:

info@pacelabglobal.com

Where the participant asks PaceLab to begin providing services during the cooling-off period, PaceLab may be entitled to charge a reasonable amount for services already supplied.

Nothing in these Terms limits any mandatory consumer rights applicable in the participant's country.

20. Cancellation After the Initial Period

Where an ongoing subscription applies after an initial programme period, the participant may request cancellation in accordance with the billing and cancellation arrangements communicated at enrolment.

Unless otherwise agreed, cancellation of an ongoing subscription will normally take effect at the end of the current paid billing period.

Participants should submit cancellation requests before the next scheduled billing date where they wish to prevent the next recurring payment.

21. Cancellation During a Fixed Initial Period

Where the participant has agreed to a fixed initial period or fixed number of instalments, cancellation during that period will be considered in accordance with:

- services already provided;
- payments already made;
- contractual commitments;
- PaceLab's ability to mitigate any loss; and
- applicable consumer law.

PaceLab will not impose a disproportionate cancellation charge.

22. Pausing or Deferring a Programme

Where injury, illness or exceptional circumstances materially prevent participation, PaceLab may consider reasonable options including:

- adapting training;
- temporarily reducing training;
- pausing elements of the programme;
- deferring support;

- applying programme credit; or
- agreeing another appropriate arrangement.

Any pause or deferral is subject to agreement with PaceLab and is not automatic.

23. Upgrades and Programme Changes

Participants may request an upgrade or change between Bespoke programme levels.

Any change is subject to:

- programme suitability;
- payment of any applicable difference in fees;
- available coaching capacity; and
- revised programme terms where applicable.

Where a subscription changes, the participant will be informed of the revised billing arrangement.

24. Personal Data and Privacy

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

Information may include:

- participant and parent contact information;
- date of birth;
- medical or support information;
- training information;
- performance data;
- testing and profiling results;
- video footage;
- coaching records;
- programme communications; and
- payment and subscription information.

25. Coaching and Performance Outcomes

PaceLab programmes are intended to support athlete development.

However, PaceLab does not guarantee:

- a specific increase in bowling speed;
- a particular technical change;
- selection for a team, academy, pathway or representative programme;
- a professional contract;
- scholarships;
- injury-free participation; or
- any particular competitive or career outcome.

Testing, profiling and development targets are coaching tools rather than guaranteed outcomes.

This is consistent with the existing Academy terms. PaceLab Ltd UK Academy Programm…

26. Intellectual Property and Programme Materials

PaceLab training programmes, educational materials, videos, exercises, documents, coaching resources, testing systems and other programme content remain the intellectual property of PaceLab or the relevant rights holder.

Programme access is provided for the enrolled participant's personal use.

Participants must not, without PaceLab's prior permission:

- reproduce programme materials commercially;
- distribute training plans to third parties;
- share paid learning content publicly;
- provide account access to another person;
- sell or sublicense programme material; or
- represent PaceLab materials as their own.

Participants may retain reasonable personal records of their own training.

27. Participant Conduct

Participants and parents must comply with the PaceLab Participant and Parent/Carer Code of Conduct.

This includes appropriate behaviour when:

- using online platforms;
- communicating with coaches;
- participating in community spaces;
- submitting video or other content; and
- interacting with other PaceLab participants.

28. Suspension or Removal

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

- serious or repeated breaches of the Code of Conduct;
- safeguarding concerns;
- abusive, threatening or discriminatory behaviour;
- deliberate misuse of PaceLab systems;
- serious misuse of programme content;
- persistent non-payment; or
- conduct making continued programme participation unreasonable or unsafe.

Any financial adjustment following termination will be handled reasonably and in accordance with applicable law.

29. Liability

Nothing in these Terms excludes or limits PaceLab's liability where it would be unlawful to do so.

PaceLab will provide its services with reasonable care and skill.

PaceLab is not responsible for injury, loss or damage caused solely by:

- a participant ignoring reasonable coaching or safety instructions;
- deliberately exceeding prescribed training;
- unsafe facilities or equipment outside PaceLab's control;
- inaccurate or withheld information;
- training contrary to medical advice; or
- another matter for which PaceLab is not legally responsible,

except where liability cannot lawfully be excluded.

30. Circumstances Outside PaceLab's Reasonable Control

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

Where such circumstances materially affect programme delivery, PaceLab will take reasonable steps to provide an appropriate alternative or minimise disruption.

31. Complaints and Concerns

General programme concerns should initially be raised with:

Ben Howe
PaceLab Business Manager
b.howe@pacelabglobal.com

Safeguarding concerns should be raised using PaceLab's Safeguarding and Child Protection procedure.

32. Changes to These Terms

PaceLab may update these Terms from time to time.

A material change will not retrospectively reduce an existing consumer's contractual rights where doing so would be unfair or unlawful.

33. Governing Law

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

Participants outside England and Wales retain any mandatory consumer protections available to them under applicable law which cannot lawfully be excluded.

Your existing Academy terms already use England and Wales as governing law while preserving mandatory consumer rights, so I would maintain that approach for a global Bespoke programme. PaceLab Ltd UK Academy Programm…

34. Contact Details

PaceLab Ltd
9 High Street
Wellington
Somerset

TA21 8QT
United Kingdom

Company number: **11702887**

General enquiries: **info@pacelabglobal.com**
Accounts/payments: **b.howe@pacelabglobal.com**
Safeguarding: **b.howe@pacelabglobal.com**

35. Acceptance

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

- they have read and understood these Terms;
- information supplied during onboarding is accurate to the best of their knowledge;
- they agree to comply with PaceLab policies;
- they understand the applicable fees and billing arrangement;
- they understand the initial programme period and any ongoing subscription arrangement;
- relevant medical and safeguarding information will be disclosed to PaceLab; and
- PaceLab will be notified if relevant participant information changes.