



TERMS & CONDITIONS

Definitions

“We”, “our” and “us” – **STS Manx Limited** (hereinafter “STS”)

“You/Your”, “Client”, “Customer” – The contracting person

“Venue” – STS Manx Limited, Portway, Ballasalla, Isle of Man, IM9 2AJ

“Order”, “Product”, “Purchase” or “Enquiry” - The enquired/agreed product, as detailed on the Website or within the Quote or Invoice confirmation.

These terms and conditions should be read in conjunction with your quote or invoice and with our privacy policy, which can be found on our website.

PRODUCTS

1. A minimum order number of 1 unit (10 x face masks) is required for each order.
2. Products will not be fulfilled and delivered until full payment is received and confirmed.
3. All Invoices must be paid on the day of issue, and if this isn't completed the order will be cancelled and an email confirmation will be sent to you confirming the reason.
4. STS will prioritise customers who have paid in full and will deliver the product to them before customers who have not paid in full.
5. Promotional codes and discounts are not to be used in conjunction with any other offer.

PAYMENT

7. All prices quoted by us are based upon costs current as at the quotation date.
8. We require full payment to confirm all product purchases. This payment is non-refundable if you decide to cancel the purchase.
9. STS will send all the details of your order via email, including quantities, price and payment method within 24 hours. It is your responsibility to check that the details on the confirmation are correct and you must advise STS of any inaccuracies within 48 hours of making the enquiry.



10. We can accept payments via PayPal, whereby you can use Debit Card, Credit Card, Bank Transfer or PayPal. Cheques are not accepted by MJ.

CANCELLATION

11. All products are non-refundable. Full payments are due on receipt of the Invoice. Due to the nature of the business when bookings are confirmed STS immediately incurs expenses and costs directly relating to order.
12. All orders are non-transferable, except at the complete discretion of STS. Only in extenuating circumstances will orders be considered for transfer and where at least a minimum of **48 hours notice** of request is given via email and may be subject to an administration fee of £25.
13. STS reserves the right to cancel your order to re-arrange delivery time, if operational needs require it.
14. We will use all reasonable endeavors to ensure that STS fulfill each order, however, we reserve the right, in our absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to cancel any order. In the event of such cancellation, STS will offer a full refund whose order is cancelled, the cost of their purchase, but otherwise shall have no liability whatsoever, including liability for travel expenses or any other out of pocket expenses, in respect of the cancellation.

OUR LIABILITY

15. Provided that nothing in this condition shall operate so as to exclude our non-excludable liability in respect of death or personal injury caused by our negligence, or to affect your statutory rights as a consumer, or to exclude liability for fraudulent misrepresentation: we shall not be liable to you or your group in contract, tort (including without limitation negligence) and/or breach of statutory duty for any loss or damage which you or your group may suffer by reason of any act, omission, neglect or default (including negligence) in the performance of these conditions by us our servants or agents, in a sum which is greater than the price of your STS purchase and we shall not be liable to you in contract, tort (including without limitation negligence) and/or breach of statutory duty for any loss of profits and/or less of production or any indirect or consequential (including economic) loss of any kind which you, your group, or any member of your group (including negligence) in the performance of these conditions by us our servants or agents.



COMPLAINTS

16. If you are dissatisfied with your activity in any respect then you must speak with a member of staff of STS and log the issue. It will not be considered reasonable if you have not brought your dissatisfaction to the attention of a member of the staff on the day, participated in the session and then file a complaint later.
17. If after having notified a member of staff on the day you remained dissatisfied with the activity then any complaint by a player must be submitted in writing to STS management at the registered office of STS Manx Limited, Portway, Balthane, Ballasalla, Isle of Man, IM9 2AJ or by email to Sean@stsmnx.com.
18. Complaints should be made:
 - (a) if the complaint relates to a session within 14 days of the date of the purchase.
 - (b) in all other respects within 14 days of the incident giving rise to the complaint
19. If the complaint is regarding the booking process please contact STS by email on Sean@stsmnx.com.

LAW AND JURISDICTION

20. Your contract which includes these terms and conditions and STS privacy policy is governed by Manx Law and shall be subject to the exclusive jurisdiction of the Manx Courts.

GENERAL

21. The provisions of these conditions are severable and distinct from one another and, if at any time any of the provisions is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the other provisions shall not in any way be affected or impaired. The headings in these conditions are for convenience only and do not affect the interpretation of the agreement,
22. For the avoidance of doubt nothing in these conditions shall confer on any third party any benefit or the right to enforce any provision of these conditions pursuant to the Contracts (Rights of Third Parties) Act 2001