Sports Ticket Sales Terms & Conditions

Five Four Sports Management Ltd
Trading as 54 Stags Dos / Five Four Sports Breaks
Company No. 15770163

1. Who We Are

These Terms are between you and Five Four Sports Management Ltd (Company No. 15770163), trading as 54 Stags Dos / Five Four Sports Breaks ("we", "us" or "our"). Registered office: Trent Park, Jungle Falls Adventure Golf, Bramley Road, London, United Kingdom, N14 4UW. Contact: hannah@54stagdos.com.

These Terms apply to ticket sales made through our quote, invoice and payment-link process. Event-specific terms disclosed before booking may also apply.

2. Quotes and Confirmation

If no quote expiry date is stated, please ask us to reconfirm availability before paying.

If additional tickets cannot be secured, or the final allocation materially differs from the quote, we will contact you promptly before treating the affected tickets as confirmed. We will explain the available options and any refund or other remedy required by the contract and applicable law.

A booking is confirmed only when we accept the order in writing and confirm the final ticket quantity, category, price and any material restrictions. We will not represent tickets awaiting supplier confirmation as secured or guaranteed.

Each quote will identify the event, ticket quantity and category, price, material restrictions known to us, and quote expiry date. Where relevant, it will distinguish tickets already held and confirmed from additional tickets awaiting supplier confirmation.

We generally hold tickets for many events before quoting customers. Where the requested quantity exceeds the tickets we currently hold, we may source additional tickets through our specialised licensed portal or supplier network, subject to the portal/supplier terms and applicable law.

3. Ticket Details and Restrictions

Your quote or confirmation should state the event, date and venue (where confirmed), quantity, ticket category or seating/standing area, price and any material restrictions known to us. Exact seat numbers may follow later if they are not available when the booking is confirmed.

Tickets may be subject to event organiser, venue, club or issuer conditions, including entry, ID, membership, age, dress, transfer and resale rules. We will disclose material restrictions known to us before you commit. Customers must comply with venue rules and ticket instructions.

We will not knowingly sell or transfer tickets in a way prohibited by applicable law or binding ticket-issuer terms.

4. Price and Payment

The quote will state the total price and any separately identified fees. Unless otherwise agreed in writing, our standard payment terms are a 40% deposit and the remaining balance 14 calendar days before the event. Bookings made within 14 days may require full payment immediately.

Payment may be made by invoice or payment link. Your confirmation will state amounts paid and outstanding. Do not send card details by email.

If payment is overdue, we will contact you. We may take steps permitted by the contract and law after appropriate notice. Charges must be lawful and reasonable; nothing here removes statutory rights.

5. Ticket Delivery

Your confirmation will state the delivery method and estimated timing. Current estimates may be around two weeks before Formula 1 events, around one week before Premier League matches and around two days before many other sporting events. These are estimates, not guarantees, unless confirmed in writing.

Tickets may be electronic, mobile, paper or another format stated in your confirmation. You must provide accurate contact details, follow transfer instructions and tell us promptly if tickets do not arrive by the stated expected date. We will take reasonable steps to resolve delivery problems.

6. Event Changes, Postponement and Cancellation

Events may be moved, rescheduled, postponed, played behind closed doors or cancelled. The consequences depend on the circumstances, ticket terms, organiser rules and applicable law.

If an event changes or is cancelled, we will share material information we receive and explain any remedy available under the ticket terms, any separately applicable Game Down Guarantee and the law. A change of date or time does not automatically mean every customer is entitled to a full refund in every circumstance.

We will not promise a refund or replacement beyond what is supported by the applicable terms and law; equally, we will not exclude rights the law gives you.

7. Customer Cancellation and Amendments

Send cancellation or amendment requests in writing to hannah@54stagdos.com. Tickets may be restricted or non-returnable if a customer changes their mind, but the outcome depends on the contract, issuer terms and applicable law.

Any cancellation charge must be consistent with the contract and law. We will explain the position and any proposed charge where practicable. Nothing in this section removes mandatory consumer rights.

8. Game Down Guarantee

The 100% Game Down Guarantee applies only where your quote or confirmation expressly states it is included. It is governed by the separate Game Down Guarantee Policy and insurance policy in force.

Flights are not supplied by us and are not covered by our guarantee. Do not assume accommodation, travel, activities, fees or particular ticket costs are covered unless the actual policy expressly confirms this. Before publication, the insurer, policy period, trigger events, covered losses, exclusions, limits and claims process must be verified.

9. Bond and Insolvency Protection

We will provide accurate information about any bond or insolvency protection applicable to a booking where required. A bond does not necessarily mean every ticket purchase or every type of loss is protected. The provider, certificate, scope and claims route must be verified before making a specific protection claim.

10. Customer Responsibilities

You must provide accurate booking details, check your confirmation, keep tickets secure, follow transfer instructions and comply with event and venue rules. Do not duplicate, alter, publish or transfer tickets except as permitted by the issuer and applicable law.

11. Complaints

Contact hannah@54stagdos.com and include your booking reference, event details and description of the issue. We will review the complaint and respond within a reasonable time. This does not affect any statutory dispute-resolution rights.

12. Liability and Consumer Rights

We are responsible for performing our contractual obligations as required by law. Nothing in these Terms excludes or limits liability where unlawful, including applicable consumer rights or liability for death or personal injury caused by negligence.

Subject to the previous paragraph, we are not responsible for losses caused solely by events outside our reasonable control where the law permits that allocation of risk. We will still comply with our contractual and statutory duties.

13. Privacy

We use personal information to provide quotes, administer bookings, deliver tickets, handle payments and respond to customers as explained in our Privacy Policy.

14. Governing Law

These Terms are governed by the law of England and Wales, except where mandatory consumer protection law provides otherwise. Consumers may have rights to bring proceedings in the courts of the part of the UK where they live.

15. Acceptance

Your quote should state how long it remains valid and how to accept it. We recommend that customers accept in writing before paying, and that we send a booking confirmation showing the agreed ticket details, total price, payment status, delivery estimate and applicable terms.