

sprint.

operator terms · version 1.0 · effective from 10 August 2026 · <https://business.sprintnow.co/terms>

Version 1.0

Effective from: 10 August 2026

Applies to: all Operators listing a facility on sprint.

Before you start

These terms are between you (the **Operator**) and **CDSJ Limited**, a company registered in England and Wales with company number **17339930**, registered office **66 Paul Street, London, England, EC2A 4NA**, trading as **sprint.** ("**sprint.**", "**we**", "**us**").

By creating an Operator account and listing a facility on sprint., you agree to these terms. If you are agreeing on behalf of an organisation, you confirm you have authority to bind it.

If your organisation cannot enter contracts online, for example because you are a local authority, leisure trust, university or another body with a procurement process, we publish a countersignable version of these terms containing identical commercial substance. Ask your sprint. contact or email **help@sprintnow.co** and we will send it.

The five things most Operators want to know, up front:

1. You keep 100% of the price you set. sprint. charges you no commission, no listing fee and no subscription **for the core booking service**. Our revenue comes from a service fee charged to the athlete on top of your price, and in future may also come from optional extra services you can choose to buy (clause 6.5).
2. The contract for use of your facility is between you and the athlete. sprint. is not the provider of the facility and does not sell track time.
3. sprint. processes the payment and is the merchant of record, so sprint.'s name appears on the athlete's card statement and sprint. handles every payment dispute.
4. **In the ordinary course, money only comes off you when an Athlete did not get the Session they paid for.** If you cancel a confirmed Booking, or the Athlete cannot use the Facility for a reason at your end, the Athlete is refunded and you bear your own price (clauses 8.4 and 8.5). If a card payment is disputed for the same reason, we recover it from your next payout, together with a £20 card scheme fee in the cases described at clause 9.3 (clause 9). You are never charged twice for the same Booking, and you are never charged for a Session you actually delivered.
5. Either of us can end this arrangement on 30 days' notice. There is no minimum term and no exit fee.

Three other things could in principle cost you money, and you should know they exist. The indemnity at clause 10.7, which is the standard protection covering claims arising from your facility. A breach of the data protection obligations at clause 14. And ordinary liability for breaking these terms, which is capped at clause 17.5. Nothing else in these terms carries a charge, a fee or a commission.

Three things about data, and they are the clauses most worth your two minutes. First, sprint. owns the platform data, including aggregated and anonymised data built from bookings at your facility, and may build and sell insight and benchmarking products from it, though never in a form that identifies you, your facility or your individual prices (clause 14.1). Second, athletes are sprint.'s users: athlete details you receive through the platform are for fulfilling the booking, not for your own marketing, and you must not use them to pull that athlete off the platform. Your own existing customers are entirely unaffected and your prices and other channels are never restricted (clauses 5.2 and 14.8). Third, the content you upload is licensed to us broadly and permanently, including to train models (clause 4.4).

Nothing in this summary changes the clauses below. Where the summary and a clause differ, the clause governs.

1. Definitions

Athlete means an individual who books a Session through the Platform.

Athlete Fee means the service fee sprint. charges the Athlete, described in clause 6.3.

Booking means a confirmed reservation of a Session made through the Platform.

Additional Services means any product or service sprint. offers you beyond the Core Booking Service, as described in clause 6.5.

Booking Price means the price you set for a Session, exclusive of the Athlete Fee.

Chargeback means a payment dispute raised by an Athlete or their card issuer under card scheme rules, including any request for information or pre-arbitration stage.

Core Booking Service means listing your Facility on the Platform, taking Bookings through it, and receiving payouts for them. It does not include Additional Services.

Data Protection Law means the UK GDPR and the Data Protection Act 2018 and, where the EU/EEA Addendum at Schedule 3 applies, Regulation (EU) 2016/679.

Facility means an athletics track or other sports facility you list on the Platform, including its lanes, equipment, changing rooms and any amenity you advertise.

Operator Account means your account on the Platform, including the connected payment account described in clause 7.

Operator Content means the text, images, video, pricing, availability and other content you provide or upload to the Platform.

Platform means the sprint. website, applications and operator dashboard.

Platform Data has the meaning given in clause 14.1.

Session means a defined period of use of a Facility offered for booking on the Platform.

Total Price means the Booking Price plus the Athlete Fee, being the single all-in amount displayed to the Athlete.

2. What this arrangement is

2.1 Non-exclusive, both ways. You may continue to sell, hire and market your Facility through any other channel, including your own. We may list any other operator, including your competitors. Neither of us owes the other exclusivity.

2.2 You are the provider. You provide the Facility and the use of it. **The contract for use of the Facility is formed between you and the Athlete** at the point a Booking is confirmed. sprint. is not a party to it. sprint. does not own, operate, control or sell access to your Facility.

2.3 What sprint. does. You appoint sprint. as your agent, on a non-exclusive basis and for the limited purposes of:

- (a) displaying your Facility, availability and prices on the Platform;
 - (b) concluding Bookings in your name and on your behalf, on the terms you have set; and
 - (c) collecting the Total Price from the Athlete and accounting to you for the Booking Price.
- sprint. acts as agent for you alone in relation to a Booking. sprint. does not act as agent for the Athlete.

2.4 Merchant of record. For card scheme and payment processing purposes, sprint. is the merchant of record. This means sprint.'s trading name appears on the Athlete's card statement, sprint. is the party the card schemes hold responsible for the transaction, and sprint. receives and answers every Chargeback. **Being merchant of record for the payment does not make sprint. the seller of the Session.** Clauses 2.2 and 2.4 are intended to operate together: the commercial and legal supply is yours, the payment rail is ours.

2.5 No employment, partnership or joint venture. Nothing in these terms creates a partnership, joint venture, employment relationship or franchise between us. Neither of us may hold itself out as having authority to bind the other except as expressly set out in clause 2.3.

3. Getting listed

3.1 Eligibility. To list a Facility you must:

- (a) be a business, public body, club, educational institution or other organisation, or an individual acting in the course of a business. sprint. is a business-to-business platform for supply, and these terms are not consumer terms;
- (b) own the Facility or hold a documented right to make it available for hire for the Sessions you list;
- (c) hold the insurance required by clause 10.6; and
- (d) be able to receive payouts to a bank account in a country supported by our payment provider.

3.2 Account and verification. You must complete our onboarding, including identity and business verification ("KYB") with our payment provider. **Completion of KYB is a condition of taking Bookings.** We may not release payouts until it is complete. Information you give us must be accurate and kept up to date.

3.3 Tax information. You must provide, and keep current, the tax information we ask for, which may include your VAT registration number, tax identification number, company or charity registration number,

and the address of each Facility. See clause 15.2 for why we need this.

3.4 Authority. If you are listing a Facility owned by someone else, for example as a managing agent or leisure trust, you confirm you are authorised to enter these terms and to make the Facility available on them.

4. Your listing

4.1 Accuracy. You are responsible for the content of your listing. Availability, prices, opening hours, surface type, lane count, floodlighting, parking, changing facilities and every other detail you publish must be accurate and kept up to date. Athletes book on the strength of what you publish.

4.2 Availability. You must keep availability current through the operator dashboard or an integration we support. If a Session is shown as available, it must be bookable.

4.3 Honouring Bookings. You must honour every confirmed Booking. If you cannot, clause 8.4 applies.

4.4 Content licence. You grant sprint. a **perpetual, irrevocable, worldwide, non-exclusive, royalty-free, transferable and sublicensable licence** to host, store, reproduce, adapt, modify, translate, create derivative works from, publish, distribute and display Operator Content, **for any purpose connected with operating, improving, marketing or developing the Platform and sprint.'s products and services, including using Operator Content to develop, train, test and improve machine learning and artificial intelligence models.**

You warrant that you own Operator Content or hold all rights necessary to grant this licence, including any rights held by a photographer, designer or other third party, and you indemnify us under clause 10.7 if you do not.

Removing your listing ends our right to display Operator Content as a live listing on the Platform. It does not end this licence in respect of copies held in backups and archived records, material already published, derivative works already created, or models already trained.

4.5 Responsiveness. You must respond to Booking issues we escalate to you **within 24 hours, or before the start of the affected Session if that is sooner.**

4.6 We may edit for consistency. We may reformat, resize, crop or lightly edit listing content for presentation and accessibility. We will not change your prices, your availability or the substance of what you have said about your Facility.

5. Price accuracy

5.1 The Booking Price you list must be a genuine price at which you are willing to provide that Session.

5.2 We do not require price parity. You are free to charge whatever you like on your own channels and through other platforms, including less than you charge on sprint. We do not restrict where else you list, at what price, or on what terms.

5.3 Clause 5.1 exists so that the Total Price shown to an Athlete is a real, honourable price, not a headline. It is not a parity or most-favoured-nation obligation and must not be read as one.

5.4 Clause 14.8 restricts how you may use Athlete data **that the Platform gives you**. It does not restrict your channels, your prices, or your right to compete for the same customers through your own marketing, and nothing in these terms does.

6. Commercial terms

6.1 You pay sprint. nothing for the Core Booking Service. There is no commission, no listing fee, no subscription, no per-booking fee and no payment processing charge payable by you for the Core Booking Service. **You receive 100% of the Booking Price you set**, subject only to clause 8 (refunds), clause 9 (Chargebacks) and any amount you owe us under these terms.

This clause is about the Core Booking Service. It does not apply to Additional Services under clause 6.5, which are optional and may be charged for.

6.2 You set your prices. sprint. does not set, cap, floor or recommend your Booking Price, and does not change it.

6.3 The Athlete Fee. sprint.'s revenue is a service fee charged to the Athlete, currently **10% of the Booking Price**, charged on top of it. The Athlete is shown a single all-in Total Price at the point of booking, which includes both your Booking Price and the Athlete Fee. Displaying the all-in figure is a legal requirement for us as well as a design choice: UK consumer law requires that the total price a consumer must pay, including unavoidable fees, is shown up front.

6.4 Card processing costs. sprint. bears the cost of card processing on the whole transaction. These costs are not passed to you and are not deducted from your payouts. This clause is subject to clause 9.3, which deals with the separate card scheme fee charged when a payment is disputed.

6.5 Additional Services. We may develop and offer Additional Services, meaning anything beyond the Core Booking Service. Examples, none of which exist today, include: a direct booking or point-of-sale system for your own channels; hardware, sensors or timing equipment; insurance, warranty or protection products; funding, credit or working capital products; promotion and advertising products; data, demand and benchmarking products; and software provided on a subscription.

Additional Services are optional, are offered on their own separate terms, and may be charged for at a price we set. Taking one is your choice and nothing in these terms obliges you to take any of them.

Introducing an Additional Service, or setting or changing the price of one, is not a change to these terms and does not require notice under clause 21, because it imposes no charge on you unless you choose to take it. Clause 6.1 continues to apply to the Core Booking Service, and any charge for an Additional Service is separate from it.

6.6 Financial and funding products. You agree that sprint. may use your Booking, payout, Chargeback and other transaction history on the Platform to develop, to assess your eligibility for, and to offer you financial, funding, credit, insurance or payment products, whether provided by sprint. or by a third-party partner.

You are never obliged to take one, and declining does not affect your listing, your ranking, your payouts or anything else in these terms. Any such product is provided on its own separate terms and, where it is a regulated product, only by a party holding the permissions required to provide it. We may share your transaction history with a prospective provider for the purpose of assessing eligibility, and where that information includes personal data we will do so in accordance with clause 14 and our privacy notice.

7. Payments and payouts

7.1 How money moves. The Athlete pays the Total Price by card at the point of booking. The payment is processed by our payment provider, currently Stripe. The Booking Price is allocated to your connected account and the Athlete Fee is retained by sprint.

7.2 Your connected account. Payouts are made to a payment account connected to your Operator Account and held with our payment provider. That account is subject to the payment provider's own terms, which you accept during onboarding and which are between you and them. You are responsible for keeping the bank details on it correct. We are not liable for payouts delayed or misdirected because your details were wrong or out of date.

7.3 Payout schedule. Payouts are currently made **weekly**, covering Sessions that completed in the preceding calendar week. We may hold the first payout to a new Operator Account for up to 14 days from the first completed Session as a fraud and verification control. We may change the payout schedule on notice under clause 21.

7.4 Netting. Any amount you owe us under these terms, including under clause 9, is **netted against your next scheduled payout**. If the payout is insufficient, the shortfall carries forward to subsequent payouts. We will not invoice you or pursue collection unless the balance remains outstanding for more than 90 days after your listing is removed.

7.5 Withholding. We may withhold a payout, in whole or in part, where we reasonably suspect fraud, where a Chargeback is open on the relevant Booking, where we are required to do so by law or by our payment provider, or where your KYB or tax information is incomplete. We will tell you why and release the payout as soon as the reason no longer applies.

7.6 Currency. Payouts are made in the currency of the Facility's country where supported. Any currency conversion is performed by the payment provider at its published rates.

8. Bookings, cancellations and refunds

8.1 The cancellation policy is set by sprint. A single, platform-wide cancellation framework applies to all Bookings, set out in **Schedule 1**. You select a tier for each Facility from the tiers in Schedule 1. You cannot apply a cancellation policy that is not in Schedule 1 to Bookings made through the Platform.

We set this centrally because the cancellation terms are consumer terms and we are the party presenting them at checkout. A per-operator policy is unmanageable to present fairly and creates consumer law risk for both of us.

8.2 No statutory cooling-off period. Sessions are leisure services provided on a specific date or for a specific period. Under UK consumer law such contracts are excluded from the 14 day right to cancel that applies to most distance contracts. Schedule 1 is therefore the whole of the Athlete's cancellation right, and it is more generous than the law requires.

8.3 Athlete cancellation and no-shows. Where an Athlete cancels **more than** the number of hours before the Session start specified by your selected tier in Schedule 1, the Booking Price is refunded to the Athlete and you receive nothing for that Session. Where an Athlete cancels **at or inside** that period, or does not attend at all, **you keep the Booking Price in full** in accordance with Schedule 1.

The Athlete Fee is refunded to the Athlete in full whenever a Session does not take place, including where the Athlete cancels late and including a no-show. sprint. earns nothing on a Session that does not happen and bears the processing cost of the refund.

8.4 Operator cancellation. If you cancel a confirmed Booking, or the Athlete cannot use the Facility as booked because of anything within your control (including double-booking, closure, overrunning events, staffing, access refusal or the Facility or a booked amenity being unusable), **the Athlete receives a full refund of the Total Price and the Booking Price is borne by you.** If the payout has already been made, the amount is netted under clause 7.4.

Repeated Operator cancellation is a ground for suspension under clause 18.

8.5 Weather and unplanned closure. Outdoor facilities close. This clause exists so it is not an argument every time.

(a) **If you close the Facility, or the booked surface or amenity becomes unusable,** for any reason including weather, the Booking is cancelled through the dashboard and the Athlete receives a full refund of the Total Price. **You bear the Booking Price but nothing else.** Where you have cancelled properly through the dashboard, no card scheme dispute fee is ever charged to you even if the Athlete separately raises a Chargeback, and a weather closure is not counted against you for the purposes of clause 18. This carve-out is repeated at Schedule 2.

(b) **If the Facility is open and usable, weather alone does not entitle the Athlete to a refund.** Schedule 1 applies as normal. Athletics is an outdoor sport and this is the correct default.

(c) You must cancel through the dashboard as soon as you know a Session cannot go ahead. Telling the Athlete directly and not recording it in the dashboard is what causes Chargebacks.

8.6 Force majeure closure. Where a Facility cannot open because of an event outside the reasonable control of both parties, including a government direction, utility failure or civil emergency, clause 8.5(a) applies to the refund and neither party is otherwise liable to the other.

8.7 Bookings that straddle termination. Bookings confirmed before these terms end must be honoured, or cancelled under clause 8.4 with a full refund. See clause 19.4.

9. Chargebacks

9.1 We handle every dispute. Because sprint. is merchant of record, the card schemes direct every Chargeback to sprint. and sprint. is the party that responds to it. **You never deal with the card**

scheme, the card issuer or the Athlete's bank. sprint. defends every Chargeback it is able to defend, regardless of who ultimately bears the cost. Your only involvement is the evidence request and contest right at clause 9.5.

9.2 Who bears the cost. This clause governs the allocation of cost between you and sprint. once a dispute is resolved. **The allocation follows the cause of the dispute, not who received the money.** The full table is at **Schedule 2.** In summary:

- **You bear it** where the cause is that the Session was not provided as booked for a reason within your control.
- **sprint. bears it** where the cause is card fraud, Athlete dissatisfaction or so-called friendly fraud, a processing error, or a fault in our systems.

9.3 What you bear, and the limits on it. Where the cause falls to you under Schedule 2, you bear:

(a) **the Booking Price**, but **only to the extent sprint. is actually out of pocket**, meaning only where the Chargeback is lost, or is not defended, or sprint. refunds the Athlete rather than contesting it. **If sprint. successfully defends the Chargeback and keeps the funds, you are charged no part of the Booking Price;** and

(b) **the card scheme dispute fee**, currently £20, which the scheme charges whether the dispute is won or lost.

The total you bear for any single disputed Booking is **capped at the greater of the Booking Price or £25.** Two things follow, and they are worth reading because the arithmetic is counter-intuitive. Where sprint. loses the dispute on a Booking worth more than £25, the cap is reached by the Booking Price alone and **sprint. absorbs the dispute fee.** Where sprint. wins the dispute, you are charged no part of the Booking Price and the only amount recoverable is the £20 fee, within the same cap.

No dispute fee is charged to you if you had already cancelled the Booking properly through the dashboard under clause 8.4 or 8.5. Cancelling properly is what prevents the dispute in the first place, so we do not charge you for doing it.

9.4 No double recovery. You will never be charged more than once in respect of the same Booking. Where you have already borne the Booking Price under clause 8.4, 8.5 or Schedule 1 and a Chargeback is subsequently raised on that same Booking, **only the dispute fee may be charged**, and only where clause 9.3 permits it. Where you have already borne a Chargeback under this clause 9, no further amount is recoverable under clause 8 for the same Booking.

9.5 Evidence and your right to contest. Before charging you, we will provide the dispute record and the card scheme reason code. **You have 14 days to contest the allocation.** Contested allocations are resolved against the Platform's booking, check-in, cancellation and communication records. **Where a case is genuinely ambiguous, sprint. bears it.** We may ask you for evidence that a Session was delivered, and you should keep whatever record you normally keep.

9.6 Notice. The first time we net a Chargeback against your payout, we will email you with the reason, the reason code, the amount and a copy of these terms.

9.7 Not a revenue line. Amounts recovered from you offset our cost only. sprint. takes no margin on a Chargeback recovery.

9.8 Excessive disputes. If Bookings at your Facilities generate a rate of disputes that puts sprint.'s standing with a card scheme or payment provider at risk, we may suspend your listing under clause 18 while we work out why. We will tell you the numbers.

10. Your obligations

10.1 Safety and condition. You must keep the Facility in a safe and usable condition, appropriate for the activity you have listed it for, and comply with all applicable health and safety, fire, building, licensing and accessibility law.

10.2 Legal compliance. You must comply with all laws applicable to your operation of the Facility, including consumer protection, equality, data protection, anti-bribery and anti-slavery law.

10.3 Non-discrimination. You must not refuse a Booking, or treat an Athlete differently, on any ground protected by the Equality Act 2010 or equivalent local law.

10.4 Safeguarding. Where children or vulnerable adults use the Facility, you must have and follow a safeguarding policy meeting the standards of your national governing body or local authority, including staff vetting where required. **sprint. accounts are for individuals aged 18 or over.** An adult who books a Session for a person under 18 is responsible for that person and for complying with your policies. sprint. does not supervise Athletes and has no presence at the Facility.

10.5 Supervision and rules. Your own facility rules, access procedures and supervision arrangements apply to Athletes on site. Publish anything an Athlete needs to know in advance in your listing.

10.6 Insurance. You warrant that you hold, and will maintain throughout the time you are listed:

(a) **public liability insurance with a limit of not less than £5,000,000 per claim**, covering the use of the Facility by Athletes; and

(b) employers' liability insurance where you are required by law to hold it.

sprint. may request evidence of this cover at any time and you must provide it within 14 days.

Failure to hold the cover, or to produce evidence of it on request, is a material breach under clause 19.3.

The £5,000,000 figure is a floor, not a target. If your landlord, local authority, governing body or your own policy requires a higher limit, that higher limit applies to you.

10.7 Indemnity. You indemnify sprint. against all losses, damages, claims, liabilities, costs and expenses (including reasonable legal fees) arising out of or in connection with:

(a) injury to, or death of, any person at the Facility, or damage to any property at the Facility;

(b) the condition, safety, staffing or operation of the Facility;

(c) your failure to honour a Booking or to provide a Session as described;

(d) any claim by an Athlete arising out of the contract between you and that Athlete; or

(e) your breach of clause 10.1 to 10.6, clause 14 or clause 15.

This indemnity does not apply to the extent the loss was caused by sprint.'s own breach of these terms, negligence or wilful misconduct.

10.8 Notification. You must tell us promptly if you become aware of: a serious incident or injury at the Facility connected to a Booking; a lapse or cancellation of your insurance; an enforcement action, prohibition notice or licence suspension affecting the Facility; or anything else likely to prevent you honouring confirmed Bookings.

11. What sprint. does

11.1 We will operate the Platform, the booking flow and payment processing with reasonable care and skill.

11.2 We will pass through to you, via the operator dashboard, your Facility's booking data and the demand data described in clause 14.2.

11.3 We will provide a support escalation route for Booking disputes and respond to Operator queries within a reasonable time.

11.4 We will pay you what you are owed, when clause 7 says we will pay it.

11.5 No guarantee of volume. We do not guarantee any level of bookings, revenue, traffic, visibility or utilisation. Nothing said in a pitch, a demand report or a marketing document is a commitment on volume.

11.6 Availability. The Platform is provided on an "as available" basis. We will use reasonable endeavours to keep it up and to give notice of planned maintenance, but we do not warrant uninterrupted or error-free operation.

12. Ranking, promotion and advertising

12.1 Where the Platform ranks or orders Facilities in search results or listings, the main parameters determining ranking, and their relative importance, are set out in **Schedule 4**. Schedule 4 is kept current and published on the Platform.

12.2 Paid promotion. We may offer **paid promotion**, meaning the ability for an Operator to pay for additional or more prominent visibility, including sponsored placements in or alongside search results. Where we do:

(a) **it is available to every Operator on the same published terms**, and is never offered selectively as a favour or withheld as a penalty;

(b) **it is clearly labelled** wherever an Athlete sees it, so that paid placement is distinguishable from organic ranking;

(c) **it does not change the organic ranking parameters in Schedule 4**, and does not change the position of any Operator who has not paid relative to other Operators who have not paid; and

(d) **Schedule 4 will be updated to describe the possibility and its effect on ranking before any paid promotion goes live**, with notice under clause 21.

There is no paid promotion today. This clause exists so that introducing it is a Schedule 4 update rather than a renegotiation with every Operator.

12.3 Advertising and commercial placement. sprint. may place advertising, sponsored content, partner offers, third-party products and other commercial placements **on, alongside and around any part of the Platform, including on or adjacent to your listing**, and may retain all revenue from doing so. You are not entitled to any share of that revenue, and it is not a charge to you.

Two limits: **we will not present a third party in a way that states or implies your endorsement of it without your consent**, and we will not place advertising in a way that misrepresents your Facility, its prices or its availability.

13. Differentiated treatment

13.1 sprint. does not own or operate any athletics facility and does not compete with you for Bookings. We do not give any Operator preferential access to data or functionality on the basis of a commercial relationship with us, and we do not vary the organic ranking parameters in Schedule 4 for any Operator.

Paid promotion under clause 12.2 is the one exception, and it is not a favour: it is available to every Operator on the same published terms, it is labelled wherever it appears, and it is described in Schedule 4.

13.2 Where we do treat Operators differently, for example by giving early Operators access to a new dashboard feature before it is released generally, or through paid promotion under clause 12.2, we will describe that difference and the reason for it on the Platform.

14. Data

14.1 Platform data is ours, including derived data. sprint. owns the Platform and all data generated by or through it, including search, demand, behavioural and transaction data, and including all **derived, aggregated, de-identified and anonymised** data created from Platform use, from your listing and from Bookings at your Facilities (together, **Platform Data**). Nothing in these terms transfers any Platform Data to you.

sprint. may use and commercially exploit Platform Data for any purpose and in any form. That includes operating and improving the Platform, developing new products and Additional Services, training and improving machine learning and artificial intelligence models, producing research and market reports, and **creating and selling benchmarking, demand, utilisation and pricing insight products to third parties, including to other operators of sports facilities and to your competitors.**

One limit, and it is a real one. Where a product of that kind is made available to a third party, your data will appear **only in aggregated or anonymised form**. It will not identify you, your Facility, or your individual prices, bookings, utilisation or revenues, unless you have separately agreed in writing. This limit does not apply to information about your Facility that is already published on the Platform, such as your listed price and availability, which is public by your own choice.

14.2 Your data, and what you get. Through the operator dashboard you have access, during the term and for **30 days after your listing is removed**, to:

(a) your Bookings, including date, Session, Booking Price, cancellation and refund status;

(b) your payouts and any netted amounts; and

(c) demand data relating to your Facility and its catchment, including search volume, click-through and amenity preferences, in the form we make available from time to time.

You may export this data from the dashboard. After 30 days, access ends and you should have exported anything you need. **Aggregate Platform-wide data is not included and is not available on termination.**

14.3 Your content and your business data. You retain ownership of the listing content you upload and of your own underlying business records. Clause 4.4 governs our licence to use listing content.

14.4 Data protection roles. In relation to personal data processed under these terms, **sprint. and the Operator each act as an independent controller.** sprint. is a controller in respect of Athlete accounts, Platform use and payments. You are a controller in respect of the personal data you receive to fulfil a Booking and to operate your Facility. Neither party processes personal data on behalf of the other.

14.5 Your obligations as controller. You must:

(a) comply with Data Protection Law in respect of any personal data you receive through the Platform;

(b) use Athlete personal data **only to fulfil and support the Booking, and to meet your own legal obligations.** You must not use it for your own marketing, add it to a mailing list, or transfer it to a third party for marketing, unless the Athlete has separately given you consent that meets the requirements of Data Protection Law. Clause 14.8 sets out the wider restriction and its carve-outs;

(c) have your own privacy notice covering your use of the Facility and of Athlete data, and make it available;

(d) keep the data secure using appropriate technical and organisational measures; and

(e) tell us **without undue delay and in any event within 48 hours** if you become aware of a personal data breach affecting Athlete data you received through the Platform, and cooperate with us on notification and remediation.

14.6 Requests from individuals. Each party handles data subject requests made to it and will pass on and reasonably assist with any request that concerns the other.

14.7 Confidentiality. Each party will keep confidential any non-public commercial information the other provides, and use it only for the purposes of these terms. This does not apply to information that is or becomes public other than by breach, was already lawfully held, is independently developed, or must be disclosed by law or to a regulator. This clause survives termination for **three years**.

14.8 The Athlete relationship. Athletes hold accounts with sprint. The Athlete relationship, including Athlete contact details and account data, belongs to sprint. You receive Athlete personal data **solely to fulfil and support the Booking and to operate your Facility.**

In relation to any Athlete whose details you obtained through the Platform, you must not:

(a) use their details for your own marketing, add them to a mailing list, or pass them to a third party for marketing, unless that Athlete has separately given you consent meeting the requirements of Data Protection Law; or

(b) solicit or induce them to book that Facility outside the Platform, including by offering a discount or preferential terms for booking direct, whether on arrival, in a follow-up communication, or otherwise.

Three carve-outs, and they matter. First, **this does not restrict what you do with your own customers.** If an individual was already your customer, or contacts you independently of the Platform, they are yours to deal with exactly as before, and the fact that they have also booked through sprint. changes nothing. Second, **it does not restrict your channels, your prices or your marketing:** clause 5.2 stands and you may sell the same Sessions anywhere, at any price, to anyone. Third, **it does not stop you serving an Athlete who chooses to come back to you directly of their own accord.** What this clause protects is the Athlete data the Platform hands you, not your right to compete for business.

This clause survives termination for **12 months**, and only in respect of Athlete details obtained through the Platform.

14.9 Hardware and sensor data. If sprint. supplies, installs, funds or integrates any equipment at or for your Facility, including timing systems, sensors, cameras, access control, kiosks or counting devices, then **all data that equipment generates or captures is Platform Data under clause 14.1 and belongs to sprint.**, whether the equipment was provided free or as a paid Additional Service.

You will give us reasonable access to install, maintain, inspect, retrieve and remove that equipment. Where it captures personal data, sprint. is the controller for that data, we will supply the notice materials required, and you will display them where the equipment is in use.

15. Tax

15.1 VAT and your supply. The supply of the Session is **your supply to the Athlete.** You are responsible for determining your own VAT or equivalent indirect tax position on the Booking Price, for charging and accounting for that tax, and for issuing any invoice or receipt an Athlete requires from you. Prices you enter must be **inclusive of any VAT or equivalent tax you must charge.** sprint. does not calculate, collect or remit tax on your supply.

The Athlete Fee is sprint.'s own charge to the Athlete for sprint.'s service and is dealt with by sprint.

15.2 Platform reporting to tax authorities. sprint. is likely to be a reporting platform operator under the UK's reporting rules for digital platforms, and under equivalent EU rules where the EU/EEA Addendum applies. That means we may be required to collect information about you and to report your identifying details and the amounts we have paid you to HM Revenue and Customs or another tax authority, which may share it with the tax authority where you are resident. **You must give us the information we ask for under clause 3.3 and keep it accurate.** If you do not, we may be required to withhold payouts or close your account. This is a legal obligation on us, not a choice.

15.3 Your own affairs. You are responsible for your own tax reporting and payment. Nothing sprint. provides is tax advice.

16. Brand and intellectual property

16.1 Mutual licence. Each party grants the other a non-exclusive, royalty-free, revocable licence to use its name, logo and brand assets solely to identify the relationship: for us, to display your Facility on the Platform and in Platform marketing; for you, to say you are listed on sprint. and to link to your listing.

16.2 Brand guidelines. Each party will follow the other's reasonable brand guidelines and will stop any specific use on request. The licence ends when your listing is removed, except for material already printed or published.

16.3 Launch communications. We would like you to tell your existing customers you are on sprint. at launch. **You agree to use reasonable endeavours to include a mention of your sprint. listing in one customer communication within 30 days of your Facility going live**, in wording you are comfortable with. We will supply copy and assets. This is a reasonable endeavours obligation, not an absolute one, and failure to do it is not a breach that gives rise to termination.

16.4 Ownership. sprint. owns the Platform, its software, design and all associated intellectual property. You get no rights in it beyond the right to use the operator dashboard while you are listed.

16.5 Feedback. If you give us feedback or suggestions about the Platform, we may use them without restriction or payment. We will not identify you as the source without asking.

16.6 Publicity. sprint. may name you as a customer and use your name, logo, Facility name and Facility images **in marketing, sales, press, investor and fundraising materials, on the Platform, and in case studies**, without needing your approval for each use.

If you ask us to stop, we will not use them in **new** materials from 30 days after your request. We are not required to withdraw, recall or amend materials already published or distributed, or already provided to an investor. This right ends 12 months after your listing is removed.

17. Liability

17.1 Nothing excluded that cannot be excluded. Nothing in these terms limits or excludes either party's liability for death or personal injury resulting from negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law. Any other provision of these terms is read subject to this clause.

17.2 The Facility is yours. Injuries, incidents, the condition of the Facility, its supervision and everything that happens on site are your responsibility, not sprint.'s. sprint. is not the provider of the Facility, is not present at it, and gives no warranty about it to anyone.

17.3 Neither party is liable for indirect loss. Subject to clause 17.1, neither party is liable to the other for loss of profit, loss of revenue, loss of business, loss of anticipated savings, loss of goodwill, or any indirect or consequential loss, however arising.

17.4 sprint.'s cap. Subject to clause 17.1, sprint.'s total liability to you in connection with these terms, in any 12 month period, is limited to **the greater of:**

(a) the total Athlete Fees sprint. received on Bookings at your Facilities in the 12 months before the claim arose; and

(b) **£5,000.**

The floor at (b) exists because you pay sprint. nothing, so a cap expressed only as a share of what you have paid us would be a cap of nil. A cap of nil would not be reasonable and we are not asking for one.

17.5 Your cap. Subject to clause 17.1, your total liability to sprint. in connection with these terms, in any 12 month period, is limited to the greater of the total Booking Prices paid out to you in the 12 months before the claim arose, or £5,000.

17.6 What is outside the caps. Neither clause 17.4 nor clause 17.5 applies to:

- (a) your obligations under clause 8.4 and 8.5 (refunds where a Session is not provided), which are recoveries of money paid for a Session that did not happen rather than damages;
- (b) your obligations under clause 9 (Chargebacks), which have their own per-booking cap at clause 9.3;
- (c) your indemnity at clause 10.7;
- (d) either party's breach of clause 14, including the confidentiality obligation at clause 14.7; or
- (e) either party's obligation to pay a sum properly due under these terms.

17.7 Claims by Athletes. Any claim by an Athlete about the Facility, its condition, its staffing, or the Session itself is a claim against you. Clause 10.7 governs what happens if it is brought against us instead.

18. Suspension, restriction and removal of listings

18.1 When we may act. We may restrict, suspend or remove a listing where:

- (a) you are in breach of these terms;
- (b) we have reasonable grounds to believe the Facility is unsafe, unavailable, uninsured or misdescribed;
- (c) you repeatedly cancel confirmed Bookings, do not honour them, or do not respond within clause 4.5;
- (d) Bookings at your Facilities generate a dispute rate that puts sprint. at risk with a card scheme or payment provider;
- (e) we reasonably suspect fraud, or your KYB or tax information is incomplete or false; or
- (f) we are required to do so by law, by a regulator or by our payment provider.

18.2 Statement of reasons. Where we restrict or suspend a listing, **we will give you a statement of the reasons, on a durable medium, at or before the point the restriction or suspension takes effect**, unless we are prohibited from doing so by law or by a regulator, or the restriction relates to suspected fraud or illegality where notice would defeat the purpose.

18.3 Proportionality and reinstatement. We will restrict no more than necessary and reinstate the listing promptly once the reason no longer applies. You may challenge a restriction under clause 20.

18.4 Bookings during suspension. Confirmed Bookings existing at the point of suspension must still be honoured unless we tell you otherwise. Where we cancel them, clause 8.4 applies.

19. Term and termination

19.1 Term. These terms run from the date you accept them and continue until ended under this clause. There is no minimum term and no exit fee.

19.2 Termination for convenience. Either party may end these terms on **30 days' written notice**. We will give you a statement of reasons with our notice.

19.3 Immediate termination for material breach. Either party may end these terms immediately by written notice if the other:

- (a) commits a material breach that cannot be remedied, or does not remedy a remediable material breach within 14 days of being asked to; or
- (b) becomes insolvent, enters administration or liquidation, or has a receiver or administrator appointed.

For your side, material breach includes an unsafe Facility, an insurance lapse or failure to produce evidence of cover under clause 10.6, repeated failure to honour confirmed Bookings, and providing false verification or tax information.

19.4 Confirmed Bookings survive. Bookings confirmed before termination takes effect must be honoured, or cancelled under clause 8.4 with a full refund to the Athlete. This obligation survives termination.

19.5 Money. Termination does not affect payouts due to you for Sessions already delivered, or amounts you owe us. We will pay you what you are owed within **30 days** of the last confirmed Booking being delivered, cancelled or refunded. Where the balance runs the other way, clause 7.4 governs how and when we may ask you for it.

19.6 Data after termination. Clause 14.2 governs your access to your data for 30 days after removal. Clause 14.7 (confidentiality) and clause 10.7 (indemnity) survive.

20. Complaints and disputes

20.1 Talk to us first. If you have a complaint about the Platform, a payout, a Chargeback allocation or any decision we have made, email help@sprintnow.co. We will acknowledge within **2 business days** and give a substantive response within **15 business days**, or tell you why we need longer.

20.2 Escalation. If our response does not resolve it, ask for it to be escalated to a director. We will respond within a further 15 business days.

20.3 Mediation. If a dispute is still unresolved, either party may propose mediation before starting proceedings. Neither party is obliged to mediate, and proposing or refusing mediation does not affect either party's right to go to court, to seek an injunction, or to pursue a debt.

We are a small company and are not currently required by law to operate a formal internal complaint-handling system or to name mediators in advance. We publish clauses 20.1 to 20.3 anyway because we would rather you had a route. If we grow past the threshold where the requirement applies, we will publish a compliant process and name mediators, and will give notice under clause 21.

21. Changes to these terms

21.1 Notice. We may change these terms. We will notify you by email and in the operator dashboard, with the reason for the change and the date it takes effect.

21.2 Notice periods.

(a) For any change to these terms, including a change to fees payable by you, to payouts, to the Chargeback allocation in clause 9 or Schedule 2, to liability, or to termination rights: **at least 15 days' notice.**

(b) We may make a change with **immediate effect** where:

- (i) we are required to do so by law or by a regulator;
- (ii) the change addresses an unforeseen and imminent danger, fraud, malware or a security risk; or
- (iii) the change is wholly in your favour, or is the correction of an obvious error or a clarification that does not alter your rights or obligations under these terms.

We will tell you as soon as we can in each case.

21.3 Your right to exit. You may terminate at any time before a change takes effect, with immediate effect, by removing your listing and telling us. If you do, confirmed Bookings still stand under clause 19.4 and the old terms continue to apply to them.

21.4 Continuing to list is acceptance. If you keep your Facility listed after the change takes effect, the changed terms apply.

21.5 Versions. Every version of these terms is dated and archived at <https://business.sprintnow.co/terms/versions>. The version applying to a Booking is the version in force when the Booking was made.

22. General

22.1 Whole agreement. These terms, including the Schedules, are the whole agreement between us about their subject matter and replace anything said or written before, including any heads of terms, pitch material or demand report. Neither party relies on any statement not set out here. This does not limit liability for fraudulent misrepresentation.

22.2 Order of precedence. If there is a conflict, the order is: (1) any countersigned agreement between us that expressly varies these terms, (2) the Schedules, (3) the clauses above, (4) any other document.

22.3 Assignment and change of control. You may not assign or transfer these terms without our written consent, not to be unreasonably withheld.

We may assign, novate or transfer these terms, and may transfer any data held under them including Platform Data and personal data, to a group company, or to a buyer, investor or successor in connection with a merger, acquisition, reorganisation, investment, financing or sale of all or part of our business or assets, on notice to you and without needing your consent. Where personal data is transferred, we will do so in accordance with Data Protection Law and our privacy notice.

22.4 No third party rights. No one other than you and sprint. has any right to enforce these terms under the Contracts (Rights of Third Parties) Act 1999. Athletes take their rights against you under their own contract with you, not under these terms.

22.5 Notices. Notices to you go to the email address on your Operator Account. Notices to us go to help@sprintnow.co. Email notice is effective the next business day.

22.6 Waiver and severance. A failure to enforce a right is not a waiver of it. If any provision is held unenforceable, the rest continues in force and the provision is modified to the minimum extent needed to make it enforceable.

22.7 Governing law. These terms and any dispute arising out of them, including non-contractual disputes, are governed by **the law of England and Wales**.

22.8 Jurisdiction. The courts of England and Wales have exclusive jurisdiction, **subject to Schedule 3 where the Operator is established in the EU or EEA**.

22.9 Language. These terms are in English. Any translation is provided for convenience and the English version governs.

Schedule 1: Cancellation policy tiers

You select one tier per Facility. The tier is shown to the Athlete before they book.

Tier	Athlete cancels	Refund to Athlete	You receive
Flexible	More than 12 hours before start	Booking Price + Athlete Fee	Nothing
Flexible	12 hours or less before start, or no-show	Athlete Fee only	Booking Price in full
Standard (default)	More than 24 hours before start	Booking Price + Athlete Fee	Nothing
Standard	24 hours or less before start, or no-show	Athlete Fee only	Booking Price in full
Strict	More than 72 hours before start	Booking Price + Athlete Fee	Nothing
Strict	72 hours or less before start, or no-show	Athlete Fee only	Booking Price in full

Notes

- The Athlete Fee is always refunded in full**, in every tier, in every case where the Session does not take place. That includes a late cancellation and a no-show. sprint. earns nothing on a Session that does not happen and bears the processing cost.
- Operator cancellation is always a full refund of the Total Price**, in every tier, with the Booking Price borne by the Operator under clause 8.4.
- Weather closure by the Operator** is treated as Operator cancellation for refund purposes under clause 8.5(a). No dispute fee is chargeable and it does not count against the Operator under clause 18.
- Standard is the default** if you do not select a tier.

5. **Goodwill refunds are sprint.'s cost, not yours.** sprint. may refund an Athlete outside these tiers as a goodwill gesture. Where it does, **sprint. bears the cost and your payout is unaffected**, unless you have agreed otherwise in writing for that specific Booking. Nothing in this note allows a deduction from your payout.
6. Changing a Facility's tier applies to Bookings made after the change, not to existing Bookings.

Schedule 2: Chargeback allocation

Dispute cause	Typical reason codes	Cost borne by	Why
Session not provided by the Operator: facility closed, access refused, lane double-booked, track unusable, Booking not honoured	Services not rendered / not as described	Operator	The Operator controls delivery. sprint. cannot prevent, and cannot evidence its way out of, a Booking the Operator did not honour
Fraudulent payment: stolen or unauthorised card	Fraud	sprint.	Payments are strong-customer-authenticated, which shifts most fraud liability to the card issuer under scheme rules. The residual is a payments risk sprint. owns as merchant of record
Friendly fraud or Athlete dissatisfaction: Athlete attended, or no-showed, and disputes anyway	Various	sprint.	sprint. controls the cancellation policy, the checkout experience and the evidence trail. This is ours to design out, not the Operator's to pay for
Processing or platform error: duplicate charge, wrong amount, sprint. system fault	Processing errors	sprint.	Our defect
Genuinely ambiguous	Any	sprint.	Default rule under clause 9.5

Applies to Operator-borne cases only:

- **Amount:** the Booking Price, but only where sprint. is actually out of pocket, meaning the dispute was lost, not defended, or refunded rather than contested (clause 9.3(a)). **If sprint. wins the dispute, no part of the Booking Price is charged to you.**
- Plus the card scheme dispute fee, currently £20 (clause 9.3(b)).
- **Total capped at the greater of the Booking Price or £25.** Where sprint. loses a dispute on a Booking worth more than £25, the cap is reached by the Booking Price alone and sprint. absorbs the dispute fee. Where sprint. wins, the fee is the only amount recoverable.
- **No dispute fee** where you had already cancelled the Booking properly through the dashboard (clauses 8.4, 8.5(a) and 9.3).
- **Never charged twice for the same Booking** (clause 9.4).
- Recovered by netting against the next payout (clause 7.4). We do not invoice unless clause 7.4 allows it, which is only after your listing has gone.

- You have 14 days to contest (clause 9.5).
 - sprint. takes no margin on a recovery (clause 9.7).
-

Schedule 3: EU and EEA Operator Addendum

This Schedule applies only where the Operator is established in the European Union or the European Economic Area. Where it conflicts with the clauses above, this Schedule prevails.

Paragraphs in this Schedule are numbered 1 to 6 and are referred to as "Schedule 3 paragraph N" to distinguish them from the clauses above.

1. Mandatory local law. Nothing in these terms deprives you of the protection of any provision of the law of your country of establishment that cannot be derogated from by agreement. Where such a provision applies, it applies.

2. Jurisdiction. Clause 22.8 is replaced by: the courts of England and Wales have non-exclusive jurisdiction, and either party may bring proceedings in the courts of the Operator's country of establishment where the law of that country requires it. Governing law remains the law of England and Wales, subject to paragraph 1 of this Schedule.

3. Platform-to-business fairness. sprint. provides an online intermediation service within the meaning of Regulation (EU) 2019/1150. In addition to the clauses above:

(a) These terms are drafted in plain and intelligible language and are available to you before you sign up and at every stage afterwards, at <https://business.sprintnow.co/terms>.

(b) **Changes:** clause 21 applies, and in no case will notice of a change be shorter than 15 days. Where you are established in the EU or EEA, a change may take effect immediately only where it is required by law or is wholly in your favour; clause 21.2(b)(iii) is limited accordingly. You may terminate before a change takes effect (clause 21.3).

(c) **Restriction, suspension and termination:** clause 18.2 and clause 19.2 apply. You will receive a statement of reasons on a durable medium, before or at the point a restriction or suspension takes effect, and at least 30 days before a termination.

(d) **Ranking:** Schedule 4 sets out the main ranking parameters and their relative importance, and confirms that no payment influences ranking.

(e) **Differentiated treatment:** clause 13.

(f) **Data access:** clause 14 describes what data you can access, in what form and for how long.

(g) **Other channels:** clause 5.2. sprint. imposes no restriction on the conditions under which you offer your Facility through any other channel.

(h) **Complaints and mediation:** clause 20. sprint. currently qualifies as a small enterprise and is therefore not required to operate a formal internal complaint-handling system or to name mediators. We operate the process in clause 20 voluntarily and will publish a compliant process and named mediators if and when the exemption stops applying.

4. Consumer law. The Athlete's rights against you are governed by the consumer law applicable to your contract with the Athlete, which may be the law of the Athlete's country of residence. Schedule 1 is

a contractual policy operated by sprint. and does not reduce any mandatory consumer right the Athlete has against you.

5. Tax reporting. Clause 15.2 applies, and the reporting may be made under Council Directive (EU) 2021/514 (DAC7) or its national implementation as well as, or instead of, the UK rules.

6. VAT. Clause 15.1 applies. The supply of the Session is yours to the Athlete and you are responsible for VAT on the Booking Price in your own jurisdiction, including where a domestic reverse charge or local registration threshold applies.

Schedule 4: Ranking parameters

Where the Platform orders Facilities in search results, these are the main parameters, in order of importance:

1. **Distance** from the Athlete's searched location.
2. **Availability** matching the Athlete's searched date and time.
3. **Match to searched attributes**, for example surface, lane count, floodlighting, throws or jumps provision.
4. **Listing completeness**, being how much of the listing you have filled in, including photos, amenities and opening hours.
5. **Reliability**, being the rate at which confirmed Bookings at the Facility are honoured.
6. **Athlete rating**, where ratings are collected.

Paid promotion: none today, and this is what happens if that changes. sprint. does not currently sell placement. No payment of any kind, direct or indirect, influences the organic ranking parameters above, and no Operator's position is affected by any commercial relationship with sprint.

If we introduce paid promotion under clause 12.2, then all of the following will be true, and this Schedule will be updated to describe the possibility and its effect on ranking **before any paid placement goes live**, with notice under clause 21:

- it will be **available to every Operator on the same published terms**;
- every paid placement will be **clearly labelled** wherever an Athlete sees it;
- it will **not change the organic parameters above**, and will not change the position of Operators who have not paid relative to each other; and
- the description here will say **how much difference paid placement makes**, not merely that it exists.

We set this out now rather than later because the law requires the effect of remuneration on ranking to be described to business users, and because no Operator should discover it in a release note.

This Schedule is updated whenever the parameters change, with notice under clause 21.

Version history

Version	Date	Change
1.0	10 August 2026	First published version

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Questions about these terms: help@sprintnow.co