

Terms and Conditions

Club Certain — Events Operations Platform

Last updated: 30/01/2026 · Get Certain Limited · Company No. 15757620

These Terms and Conditions govern the use of the Club Certain website, platform, services, communications, and messaging programmes. Club Certain is operated by **Get Certain Limited**, Company No. 15757620, registered in England and Wales.

Primary contact: hello@clubcertain.com · Website: clubcertain.com

1. Services

Club Certain provides an all-in-one event operations platform including event management, staff scheduling, finance and invoicing, compliance and RAMS documentation, internal communications, AI operations insights, and pipeline management for event professionals and venues.

Club Certain does not directly employ event staff or provide physical event services. We provide software tools to enable operators to manage their own events and teams.

2. Communication Consent

By submitting your contact information through our website, forms, booking systems, or sign-up flows, you consent to receive communications from Club Certain including SMS notifications, account confirmations, service updates, and follow-ups related to your account.

- Message frequency may vary.
- Message and data rates may apply.

3. SMS Messaging Programme (A2P Compliance)

Our SMS programme may include account notifications, event reminders, operational updates, and follow-up communications.

- Opt out at any time by replying STOP to unsubscribe.
- Reply HELP for assistance.
- Support contact: hello@clubcertain.com
- Mobile information will not be shared, sold, or disclosed to third parties for marketing or promotional purposes.
- Carriers are not liable for delayed or undelivered messages.

4. Opt-In Requirements

Users only receive SMS messages if they have registered on the Club Certain platform, booked a trial or demonstration, or explicitly opted in to receive SMS communications.

We do not send unsolicited or purchased-list messages.

5. Privacy Policy

Your use of our services is also governed by our Privacy Policy: [privacy_policy.pdf](#)

6. Intellectual Property

All website content, platform features, branding, systems, and materials are the property of Get Certain Limited or its licensors.

You may not reproduce, distribute, or republish any materials without written permission from Get Certain Limited.

7. User Responsibilities

You agree to:

- Provide accurate information when registering or using our services.
 - Use our services lawfully and in accordance with these Terms.
 - Not misuse our communication systems or platform features.
 - Not attempt spam, abuse, or unauthorised messaging via our platform.
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8. Limitation of Liability

Club Certain is not liable for the actions or performance of event staff managed through the platform, outcomes of events organised using our tools, delays beyond our control, or missed communications caused by carriers or third-party systems.

9. Indemnification

You agree to indemnify and hold harmless Get Certain Limited, its directors, employees, and agents against any claims, damages, or expenses arising from your misuse of our services or breach of these Terms.

10. Termination

We reserve the right to suspend or terminate access to our services at any time for misuse, non-compliance with these Terms, or at our sole discretion with reasonable notice.

11. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Updates

We may update these Terms at any time. Continued use of our services following any update constitutes acceptance of the revised Terms.

13. Age Requirement (18+)

Users must be 18 years of age or older to use our services, submit information, or receive communications including SMS messages. By using Club Certain or opting into communications, you confirm that you are 18 or older.

14. Contact

- Club Certain — operated by Get Certain Limited
- Email: hello@clubcertain.com
- Website: clubcertain.com