

BOOKING FOR HARROGATE: TERMS AND CONDITIONS



**SPRING
HARVEST
2019**

1. Your Booking

- Bookings can be made online at www.springharvest.org or by telephone at **01825 769000**.
- All bookings should include a responsible adult who is at least 19 years of age.
- A non-refundable deposit of 20% of the booking fee is needed to secure your booking.
 - The full cost may be paid, if you wish, at the time of booking.
 - The balance is due by 22nd February 2019.
 - Staged payments are possible, by arrangement with the Spring Harvest office.
 - Any bookings not paid in full by 23rd February may be cancelled by us.
- Full payment is required for any bookings made after 23rd February 2019.
- A contract will come into existence between you and Essential Christian when we accept your deposit payment and issue an email confirmation of your booking.
- The contract binds you and all members of your party. The contract lasts until you and your party leave the event. It is your responsibility to ensure that all members of your party accept the terms and conditions of reservation and the provisions contained in these 'Terms & Conditions'. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
- The person making the booking must attend the event in Harrogate.
- The person making the booking remains the contact point for the booking.
- The person making the booking must be aged 18 years or over.
- Your ticket. In March, and once we have received your payment in full, Essential Christian will send you a ticket by email. You will need to present it on arrival.
 - Your ticket remains the property of Essential Christian and may be withdrawn and admission refused at any time.
- If bookings are made and the confirmation email is then returned to us as 'unknown email' and we cannot contact you by phone or receive a reply to a letter requesting a correct email address, we reserve the right to cancel the order and retain a £10 admin fee.
- Neither the venue nor Essential Christian shall have any further liability beyond the face value of the ticket purchased.

Booking site – Cookies Policy

Our bookings website uses cookies. Some of the cookies we use are essential for parts of the site to operate and have already been set. We also use a number of third party cookies (such as Google analytics used for monitoring site performance). You may delete and block all cookies from the site using your browser settings, but parts of the site may not work properly. For more information about cookies please visit http://en.wikipedia.org/wiki/HTTP_cookie

Safeguarding

If you, or a member of your party are subject to a covenant of care or a safeguarding agreement with your church, you should contact Spring Harvest's Event Safeguarding Officer on 01825 746507 before booking for Spring Harvest. Due to the nature and context of the event, Spring Harvest reserve the right to decline entry to anyone who is deemed to pose a potential safeguarding risk. Those who have been, or remain on the Sex Offenders Register will not be allowed to attend Spring Harvest.

2. Prices

- Prices are subject to change and are likely to be higher closer to the event.
- Ticket prices can be found at www.springharvest.org/harrogate

3. Concessions

- Spring Harvest operates concession schemes for people in financial hardship. Funds are limited and are awarded on a first come, first served basis – subject to conditions and the availability of funds.
Details at www.springharvest.org/concessions

4. Accommodation

You are responsible for arranging your own overnight accommodation. Information given on the website is provided to assist you find suitable accommodation. Spring Harvest has not made an assessment of the accommodation and the inclusion of information is not a recommendation.

5. Guests with a disability

- Spring Harvest is committed to making its events as accessible as possible: please contact us for more details regarding venues, BSL interpreting and other services. Please note that strobe lighting may be used.

- If you have special requirements, please let us know at the time of booking. We will do our best to meet these requirements but they cannot always be guaranteed. In particular, please tell us if you use a wheelchair or mobility scooter.
- For reasons of health and safety Spring Harvest team members are advised not to lift any buggies or wheelchairs. Spring Harvest can accept no liability for any form of damage or loss suffered by wheelchair users if team members help with mobility.

6. Amendments to your booking and cancellations

Amendments

Any other amendments, including adding new people to your party, can be made by phone to customer services on 01825 769000 or by email to info@springharvest.org

Cancellations

- As soon as you know that you need to cancel, call the Customer Services team on **01825 769000** or email info@springharvest.org
- Cancellations must be confirmed in writing. Charges will be made for cancelled bookings.

Cancellation charges:

- Cancellation charges are calculated from the date your instructions are received by our Customer Care team. If you cancel by phone, you must confirm the cancellation in writing either by post to Spring Harvest, 14 Horsted Square, Uckfield, TN22 1QG or by email to info@springharvest.org before any refund will be made.
- Any refunds payable will be made via the original payment method:
 - Bookings cancelled before 22nd February 2019 will lose their deposit.
 - If a booking is cancelled 23rd February – 29th February, Spring Harvest will retain half the booking cost.
 - There will be no refund for bookings cancelled after 30th March 2019.

Transfers

If you are unable to attend after making a booking, you may transfer your booking to another person or family and the price will remain the price it would have been at the time of your booking. **However** the following conditions must be followed:

- This will be a private arrangement between yourselves; we will not refund your deposit
- Details of the new booker must be sent in writing to the Spring Harvest office otherwise you will remain responsible for payment of the balance.
- Guests will not be admitted to the event if they are not named on our booking system so Spring Harvest must be notified in writing of all name changes.

Insurance

You may be able to buy insurance to cover yourself against cancellation due to illness, accident or other unforeseen circumstances, but we are unable to recommend any such insurance.

If we cancel your booking

Should it be necessary for us to cancel your booking, we will refund your payment.

7. Identification Requirements and Data Protection.

- Every person making a booking must give their full name, postal address, including postcode, phone number and email address. We must have a full name for each additional person on your booking, so that we can keep you informed of arrangements and so that we know the identity of all guests, to help to provide an environment that is safe and secure for all.
- You must inform other members in your party of the information about them that you are providing to us, and what we will use it for. For the purposes of data protection the person who makes the booking is the representative of all members of their party. You may choose to provide us with information about your health or the health of members in your party so we can assist you with any disability needs. This information will only be used for the purpose(s) for which you provide it to us.
- Essential Christian will use your information to communicate with you in advance about the Spring Harvest event and to inform you about other events and products from Essential Christian. If you do not wish to receive such information please contact the Marketing Manager, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.
- Guests aged 18 or over may be required to provide identification on request. The only accepted forms of identification are a photographic driver's license or passport (provisional licenses are also accepted). Failure to provide identification if asked may lead to refusal of entry.

8. The Event

- Before you arrive please ensure that we have the names of every member of your booking and contact details of the person making the booking. If names on your booking don't match the guests who arrive we may cancel your booking and you will forfeit your payment.
- Timings:
Arrival time: Entry on Tuesday 13th April is from 2pm.
Programme finishes at 11.30am on Wednesday 17th April

Wristbands will be issued to guests who are named on a booking at check-in and must be worn at all times during the event.

- Guests without wristbands will be refused entry to venues and may be required to leave.
- Should you lose your wristband, please go to the Spring Harvest Information Point.

Health and Safety

- The right to admission is reserved by Essential Christian and the event venue, who may take health and safety, environmental and security concerns into account at their discretion, and may carry out security searches including bag searches.
- We would advise you that no refunds will be offered to customers who are refused entry or ejected on account of abusive threatening, drunken or other anti-social behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, declining to be searched or making unauthorised audio, video or photographic recordings in restricted areas.
- Should we become aware, or have reasonable grounds for suspicion, that a guest has contracted a contagious disease that has the potential to infect a large number of people quickly, they and their party will be required to leave.

Children:

- Spring Harvest will do everything we can to provide children with a safe and caring environment. Full details of our Safeguarding Policy are available on request.
- Children remain the responsibility of parents or guardians at all times. Except when registered in the appropriate Spring Harvest programme sessions, children aged 11 years and under may not be left alone without full adult supervision.

Filming and photography

- Your attendance at Spring Harvest implies permission for us, and agencies authorised by us, to reproduce your image, likeness and voice on or in albums, publicity material, television and radio broadcasts – including online. This may include circulation outside the UK.

Pets:

- Pets are not permitted in the Centre. Assistance dogs are accepted by prior agreement.

Programme:

- Programme information and updates will be shown on the Spring Harvest website.
- Changes to the programme or the withdrawal of certain facilities, may be made if necessary.
- No unauthorised trading or leafleting is permitted within the Centre.

If you have a comment

If you have a comment or complaint about any aspect of the Spring Harvest programme whilst at the event, please speak to the Customer Care team who can be contacted through the Spring Harvest Information Point. They will try to resolve any issue you may be having and involve members of the Event Leadership Team if necessary. Should we not be able to resolve things while you are at the event, or if you wish to write in with feedback afterwards, please write to Head of Spring Harvest Programme, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.

9. Limitations of liability

Essential Christian accepts responsibility for those arrangements that are within its control but cannot accept liability for any others including actions of suppliers and third parties

This agreement and any disputes arising out of or in connection with its subject matter are governed and construed in accordance with the law of England. The parties to the Agreement hereby irrevocably agree that the Courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement. If any provision of this agreement (or any part of any provision) is found by a court or other authority of competent jurisdiction to be illegal, invalid or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of this agreement, and the validity and enforceability of the other provisions of this agreement shall not be affected.