

Dementia Awareness for the Church Conference

Booking Terms and Conditions

1. Tickets are non-refundable.
2. It is the responsibility of the customer to inform the event organiser of any change of address, contact phone number or email address after booking (if online) Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
3. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error, we will inform you as soon as possible and give you the option of reconfirming your attendance at the correct price (and credit or debit your account as applicable) or cancel your attendance. If we are unable to contact you, you agree that we may treat your attendance as cancelled. If you choose to cancel after you have already paid the incorrect price for the event, you will receive a full refund from us.
4. Attendees consent to filming, photography and sound recording as members of the audience and to these images and recordings being used for future publicity purposes.
5. Elim accepts no responsibility for any personal property being damaged or lost at the event.
6. Elim Safeguarding reserves the right, at its discretion, to terminate, without notice, an individual's attendance at the event where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others.
7. Smoking, Alcohol or pets are not permitted at the event. (Note – guide dogs are permitted.)
8. Any complaints should be reported to the Elim Safeguarding team at the time of occurrence. We want your day with us to be a fantastic experience and, where possible, would wish to resolve any problems you have as soon as possible.
9. Elim Safeguarding will be hiring the venue on the day. In the event of any major failure of any equipment or problems on the day, outside our control, it will be the responsibility of the venue to deal with it as soon as possible. We regret that Elim Safeguarding cannot be held responsible for any inconvenience caused.
10. Should the event be cancelled due to unforeseen circumstances ticket holders will be offered tickets at a rescheduled event (subject to availability) up to the face value of the tickets or, if the ticket holder is unable to attend the rescheduled event or the event is not rescheduled, a refund. Refunds for tickets purchased prior to the date of the original event will be given up to their face value. Elim Safeguarding cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
11. Tickets are sold subject to the event organiser having the right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.

Elim Safeguarding, Elim International Centre, De Walden Road, West Malvern WR14 4DF