

# Event Booking- Terms and Conditions

If you purchase through tickets for Events organised by The St Anselm Hall Association, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our Data Protection Statement govern The St Anselm Hall Association's relationship with you in relation to your purchase. If you disagree with any part of these terms and conditions, please do not attend our Events.

The term 'The St Anselm Hall Association' (also known as The "Oldboys" or The "Association") or referred to as the 'us' or 'we' refers to the organiser and promoter of the Event. The term 'you' refers to the purchaser of the ticket.

## **Filming and photography**

Please be aware that there will be multimedia (Audio and Video) recording and photography at some events which will be shared on our websites and may be published in official Association materials. Any members or guests who do not wish to be filmed or photographed should inform a member of the Association Committee on the day.

## **Refunds and cancellations for Association events**

- All events are subject to change including details such as advertised dates, speakers, locations and ticket prices.
- Events are run on a not-for-profit basis and any booking fees charged are to cover costs such as room hire, catering, staffing and speaker expenses.
- The Association reserves the right to cancel an event due to low enrolment or other circumstances which would make the event non-viable.
- If the Association cancels an event, guests will be offered a full refund. However, any expenses (including travel) incurred due to the cancellation of an event will not be refunded.
- Should circumstances arise that result in the postponement of an event, guests will have the option to either receive a full refund or transfer registration to the same event at the new, future date.
- You may cancel your event booking within seven working days, beginning on the day you received your confirmation letter or email. You will receive a full refund of the price paid for the booking.

- Refunds after seven working days will only be given if the event in question is sold out and we are able to re-sell the tickets concerned. An administration fee may be applicable per ticket will be charged for any places that are re-sold.
- Refunds cannot be processed online.
- All refund requests must be made by the person who made the original booking or the credit card holder.
- Refunds will not be given for guests who do not turn up to an event on the day.
- Cancellations will be accepted via phone, fax or e-mail. However, refund requests must be received in writing (either by email or post). If your booking was made online please enclose a copy of your original receipt or confirmation email including your reference number. Please contact us if you wish to enquire about a refund.
- Regrettably, the Association cannot refund guests on occasions when bad weather prevents or discourages travel. These above policies apply to all Association Events unless otherwise noted in the corresponding event materials. Please read all individual event information thoroughly.

The Association offers online booking for most events, however if you wish to pay by cheque please write to us enclosing a cheque made payable to the 'The St Anselm Hall Association' for the correct amount. Please remember to include your name, address, subject and years in hall along with guest details.