



## **General Booking Terms & Conditions**

These are the terms and conditions ("Terms") relating to booking a ticket to a Commission Apostolic Trust Ltd ('CATL') event ('the event').

These Terms apply to your booking and your attendance at and participation at the event. They form the legal basis of CATL's agreement with you.

Please read these Terms carefully before you order tickets as all tickets are sold subject to these Terms. If you do not agree with them, please do not order tickets. The CATL office will be pleased to assist with any questions you have. You can telephone on 01202 122600 or email [office@commission.global](mailto:office@commission.global)

### **1. TICKETS, PAYMENT AND BOOKING CONFIRMATION**

1.1 Prices for tickets for the event are as set out in that part of the website which relates to the event.

1.2 Payment options are also set out on the website page.

1.3 No legal agreement for the purchase of tickets is formed until you or your lead booker receive an email from CATL confirming the booking and after (i) you or a lead booker on your behalf has completed the booking process and (ii) paid in full for the tickets. Any subsequent change to your booking that you seek to make will not be effective until you receive an email from CATL confirming the change.

1.4 CATL reserves the right to reject a booking for any reason or to cancel a booking in respect of any delegate where we determine that it is inappropriate for the delegate to attend (in which event clause 6 shall apply in respect of any refunds).

1.5 The booking confirmation email constitutes your event ticket and you or your lead booker must bring a printed copy or a copy on your mobile phone to the event.

## 2. CHANGES TO THE EVENT/VENUE

2.1 CATL reserves the right to change the location of the event and to deliver the event live 'in person' and/or by other means such as broadcasting, live streaming or other digital means if:-

2.1.1 in our absolute discretion we consider it necessary or desirable for health and safety reasons, government decisions or such things as any pandemic or epidemic; or

2.1.2 there exists a real likelihood or threat of the event/venue becoming unavailable or unfit for use as a result of an event outside our control; or

3.1.3 the owner or manager of the venue restricts, suspends, cancels or terminates our use of the venue or requires the venue to be evacuated.

2.2 Should changes of the type described in clause 2.1 occur, we reserve the right to change the programme and the quality of the technical delivery of the event cannot be guaranteed.

## 3. PROGRAMME CHANGES

We reserve the right to amend event timings, programmes, speakers or speaker line-up. Although we will use reasonable endeavours to deliver the event programme as published, no guarantee is given that any individual or content (whether listed or not on the CATL website or otherwise advertised) will form part of the event programme and we are unable to offer refunds in relation to such changes.

## 4. CANCELLATION AND TRANSFERS

4.1. We reserve the right to cancel, re-schedule, alter or change the event/venue, programme and/or these Terms before or during the event for the reasons set out at 2.1 above or

4.1.1 due to the unavailability of speakers; or

4.1.2 we determine in our absolute discretion there is an insufficient number of delegates; or

4.1.3 because of cancellation, restriction or suspension of our use of the site by its owner or manager; or

4.1.4 for any reason beyond our control.

4.2 On cancellation or re-scheduling delegates will be given the option of a full refund or attendance at a substitute or re-scheduled event. Our liability for cancellation, substituting or re-scheduling will be limited to a ticket refund or a substitute or re-scheduled event. If we do not receive a response from you, within 30 days, as to which option you would like to take up, CATL will provide you with tickets to a substitute or re-scheduled event.

4.3 If you or any delegate in your group can no longer attend the event and wish to pass your/their ticket to someone else, you/they can do so free of charge, but the lead booker must submit the proposed transfer to CATL by email to [events@commission.global](mailto:events@commission.global) with the name of the original attendee and the transferee. CATL will confirm by email, in its absolute discretion, whether to consent to transfer the ticket and on receiving the confirmatory email the transferee agrees to be bound by these Terms and pay any amounts due in respect of the ticket.

4.5 A ticket is only valid for use by the individual delegate either named in the booking confirmation email or to whom it has been passed/transferred pursuant to the provisions of 4.3. Under no circumstances must a ticket be shared by a delegate with anyone else or passed between delegates or attendees.

## 5. YOUR RIGHT TO CANCEL

You or your lead booker on your behalf have a right to cancel your ticket within 14 days of receiving the email confirmation booking. To cancel you must email [events@commission.global](mailto:events@commission.global). A full refund will be given to whoever purchased the ticket (either you or the lead booker) should you cancel in this period in accordance with these Terms.

## 6. CANCELLATION FEES

6.1 If you cancel your booking before the 14 days prior to the event a cancellation fee of £10 will apply should you cancel your ticket other than in accordance with clause 5 above.

6.2 If you cancel within the 14 days immediately prior to the event, a cancellation fee of either i) 50% of the total value of the ticket or ii) £10 (whichever is the higher amount) will apply.

6.3 Any balance owed to you after the deduction of a cancellation fee will be repaid to you or your lead booker (whoever purchased the ticket).

## 7. ATTENDANCE AT THE EVENT

7.1 Entry to the event is by booking confirmation email only (to all delegates who have paid in full for their tickets). If anyone is found without a booking, they will need to purchase the relevant ticket and pay in full. Failure to do so will result in this person being removed from the venue.

7.2 **Name Badges** must be worn at all times during the event. Entry to venues will be refused if delegates are not wearing a name badge.

7.3 **Accessibility needs.** If any delegate has accessibility needs, please notify us by completing the appropriate section on the booking form.

**7.4 Restrictions on photography, filming and recording.** No filming, flash photography or audio recording by delegates is permitted at any programmed meeting at the event. Delegates must ensure that they have consent from anyone identifiably featured in their photos.

## 8. DELEGATE CONDUCT AT THE VENUE

8.1 Delegates must comply with the Terms applicable to the venue and whichever events they attend and must follow the instructions of CATL, organisers or venue staff.

8.2 Admission to the event/venue can be refused and any attendees may be required to immediately leave the venue for reasons of public safety, or unacceptable or anti-social behaviour or any behaviour which in the opinion of CATL may be contrary to the ethos of the event.

## 9. THE CONTENT OF THE EVENT

9.1 All rights in all presentations, documentation and materials published or made available as part of the event are owned by CATL and must not be recorded, distributed, reproduced, transferred or commercially exploited or used in any way without CATL's written consent.

9.2 Any views expressed by event speakers or contributors are their own and do not necessarily represent the views of CATL.

9.3 Suggestions or advice contained in the content of any part of the event should not be relied upon in place of professional or other advice. CATL accepts no responsibility for any loss or damage arising from such reliance.

## 10. INFECTIOUS OR CONTAGIOUS ILLNESSES

10.1 All delegates must inform the CATL duty manager of any serious illness or disease which may affect others, including COVID-19. Such delegates may be required to leave the venue or remain in their accommodation.

10.2 No ticket refunds will be made to delegates who test positive for COVID-19 before or during the event.

## 11. FILMING AND PHOTOGRAPHY

11.1 All delegates acknowledge and agree that:

11.1.1 CATL may photograph or film the delegate during his/her attendance at the event and

11.1.2 CATL may use without compensation any recording of the delegate in any media for any reasonable purpose associated with the work and ministry of CATL.

## 12. PERSONAL BELONGINGS

CATL accepts no responsibility for damage, theft or loss in relation to any attendees' personal belongings.

## 13. PETS

13.1 With the exception of guide dogs for the blind, dogs for the deaf and other assistance dogs who are assisting a delegate, no pets are allowed on any part of the site venue.

13.2 Please notify the CATL office at the time of making your booking if you will be bringing a guide dog or assistance dog to the event.

## 14. SECURITY CHECKS

CATL and the owner/manager of the event venue may request additional identification from any delegate when presenting event tickets at the entrance to the event venue or at any time during the event.

## 15. INDEMNITY

All delegates agree to indemnify CATL against any damage or loss that is caused as a result of the delegate's negligence or breach of these Terms.

## 16. LIABILITY

16.1 Nothing in these Terms limit or exclude CATL's liability for (i) death or personal injury caused by CATL negligence; (ii) fraud or fraudulent misrepresentation or (iii) any matter in respect of which it would be unlawful for CATL to exclude or restrict liability.

16.2 To the maximum extent permitted by law and subject to clause 16.1, CATL will under no circumstances whatsoever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with these Terms for:

16.2.1 death or personal injury (including without limitation the transmission of COVID-19);

16.2.2 damage to, loss or theft of your personal belongings or property;

16.2.3 any cancellation, alteration or rescheduling of the event or the programme;

16.2.4 any use of or reliance on any content within the event;

16.2.5 any loss of profits, sales, business, or revenue;

16.2.6 loss or corruption of data, information or software;

16.2.7 loss of business opportunity;

16.2.8 loss of anticipated savings;

16.2.9 loss of goodwill; or

16.2.10 any indirect or consequential loss.

16.3 To the maximum extent permitted by law, subject to clause 16.1 and clause 16.2, CATL total liability to you in respect of all other losses arising under or in connection with the contract for the purchase of tickets and delivery of the event, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the tickets purchased hereunder.

16.4 Except as expressly stated in these Terms, CATL do not give any representation, warranties or undertakings in relation to the tickets and the event. Any representation, condition or warranty which might be implied or incorporated into these Terms by statute, common law or otherwise is excluded to the fullest extent permitted by law.

16.5 For the avoidance of doubt, CATL shall not be responsible for and attendees acknowledge that personal arrangements and expenditure, including travel, accommodation and other costs and expenses relating to the event are incurred at attendees' own risk, and CATL shall not be liable to attendees for any wasted or unrecoverable costs or expenditure in relation to such arrangements, even if arising in relation to the cancellation or rescheduling or changes to the event.

16.6 Nothing in these Terms will affect your statutory legal rights.

## 17. DATA PROTECTION





17.1 In booking tickets for and in attending the event, you will be giving CATL certain personal data including but not limited to, your full name, contact details, personal details relevant to the event and your image.

17.2 In the event of group bookings, the lead booker shall be responsible for those within the group. It shall be the responsibility of the lead booker to ensure that, prior to completing the booking, they provide each delegate a copy of these Terms and has permission from each delegate to lawfully transfer these details to CATL in order to process their registration and that each delegate consents to allow CATL to process their personal data in connection with the event.

17.3 CATL is committed to ensuring that your personal data is stored securely and in compliance with all applicable data protection legislation in force in the UK and will process your personal data in accordance with our [privacy policy](#).

17.4 If you wish to exercise any rights under data protection legislation, please email [office@commission.global](mailto:office@commission.global) with your request.

## 18. WAIVER

If we fail to insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

## 19. VARIATION OF TERMS

CATL may revise these Terms from time to time. Each time tickets are ordered the Terms in force at that time will apply to the contract between you and us.

## 20. GOVERNING LAW AND JURISDICTION



These Terms are governed by English law. The contract for the purchase of tickets and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), will be governed by and construed in accordance with English law. CATL and you both agree to the exclusive jurisdiction of the courts of England and Wales. However, if you are a consumer and resident of Northern Ireland, you may also bring proceedings in Northern Ireland; or if you are a consumer and resident of Scotland, you may also bring proceedings in Scotland.