

FIEC Events

Terms & Conditions

Event

These terms and conditions apply to the Leaders' Conference 2025 ("the event") arranged by The Fellowship of Independent Evangelical Churches ("FIEC" or "we" or "our") due to take place between Monday 10 and Wednesday 12 November 2025 at the Winter Gardens, Blackpool ("the venue"). The venue also includes any additional rooms elsewhere used to deliver the event programme.

These terms and conditions apply to those who book for the event and anyone named on your booking ("you" and "your").

On completing a booking, you hereby agree to these terms and conditions.

Data Protection

We collect certain data about you when you book for this event which is stored on secure servers. This may be within the United Kingdom or outside of Europe, where it could be viewed by our staff. By submitting your personal data, you agree to this.

We won't share your information with any other organisations for marketing, market research or commercial purposes.

Your data will be used to keep you informed about this event and other FIEC activities. If you do not wish to receive such information then please write to Data Controller, FIEC, 41 The Point, Market Harborough LE16 7QU.

Programme

We will endeavour to provide the programme and speakers as advertised. However, we reserve the right to change the programme or to provide alternative speakers for any reason and with no prior notice to delegates.

Dietary requirements

The food is provided by the venue, and any dietary requirements must be made known to FIEC at the time of booking or at the very latest two weeks before the event.

Bookings

Payment is due at the point of booking. Failure to receive full payment will make your booking invalid and you will be unable to attend.

If you cannot book online you may book by phoning the FIEC office.

It is your responsibility to check your booking data is correct. It is also your responsibility to inform FIEC of any changes to personal contact details including a current valid email address which is the preferred FIEC contact method.

The event pass does not include travel, or any accommodation. Arrangement of accommodation is your own responsibility. FIEC cannot be held liable for any problems encountered with travel or accommodation arrangements.

We have the right to cancel an individual or group booking prior to the event if we believe it to be in our best interests to do so and, in such circumstances, will refund any payment made.

Tickets are transferable, if you wish to transfer your ticket please contact the FIEC Office in writing, at least one week before the event.

Under 18s

All those attending must be aged 18 or above. There is no provision for children at the Conference and we cannot accommodate, nor do we have the insurance to host under 18s (or anyone who has not booked a place at the conference) at mealtimes or in plenary sessions and seminars.

Babies under 1 can be brought to the conference by arrangement – please contact us if you plan to bring your baby. We apologise for any inconvenience this policy may cause you.

Price

The price of your event pass is the price applicable on the day your booking is received by FIEC. In the situation where our costs are increased outside of our control then FIEC may at its sole discretion invite you to contribute towards the increased cost(s).

Complaints and Behaviour

When you attend the event you and others at the venue have a right to enjoy the facilities provided and programme arranged, for which you have paid. If you are dissatisfied with any aspect of the event, in the first instance, please speak to FIEC's Event Manager.

Any specific comments must be brought directly to us during the event. If at the end of your stay you feel your complaint was not dealt with in a satisfactory manner please contact the FIEC office no later than 28 days after the end of the event.

Sexual harassment, or harassment of any kind will not be tolerated and all complaints will be taken seriously. Appropriate support will be provided where needed.

If your behaviour is considered by FIEC to be unacceptable and affecting the enjoyment of others or the reputation of FIEC then you may be asked to leave the venue and any refund of costs paid to FIEC will be at our sole discretion.

If you cause any damage to the venue or to equipment owned or operated by FIEC or contractors then you will be required to make financial recompense.

We cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) for any cause whatsoever other than in the case of proven negligence.

Changes to your booking

Should you wish to make a change after your booking is confirmed please contact the FIEC office as soon as possible. Changes can normally be accommodated up to one week before the event; for issues such as dietary requirements, accessibility needs or transferring your booking to another person please contact the FIEC office.

FIEC reserves the right to charge a £25 administration fee for changes to your booking.

Cancellation by you

Should you wish to cancel your booking please contact the FIEC office on admin@fiec.org.uk immediately and we will advise you of the procedure. Cancellation will not take effect until written confirmation has been received by mail or email. If this is not received with sufficient notice no refund will be given.

If you cancel your booking, cancellation charges will be incurred, of at least £25. Cancellation charges increase nearer the time of the event. Refunds will not be given for cancellation within a week of the event, unless exceptional circumstances apply. We recommend that you take out appropriate insurance to cover you for the possibility that you are unable to attend the event.

If you need to cancel your booking, FIEC has no liability for costs incurred by you beyond those of the event ticket fees.

Cancellation charges:

When notice of cancellation is received:

On or before 30th September: £25

1st – 31st October: £50

On or after 1st November: Full amount (no refunds given)

Any refunds due will be made to the card used for the original payment, and will amount to the ticket price paid less the relevant cancellation charge.

Cancellation by us

If unforeseen circumstances result in the cancellation of the event, we will offer a refund of the cost of your event pass or offer alternative conference arrangements for you to accept or decline. We will not be able to take responsibility for any consequential costs (e.g. travel expenses, accommodation). The limit of our liability will be the amount you paid to FIEC.

We regret we cannot accept responsibility where the performance of our contract with you is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we could not, even with due care, foresee or avoid (e.g. flood, fire, storm or other extreme weather).

Insurance

Neither FIEC or the venue can be held responsible for your personal items (e.g. tablets, laptops and phones). You may therefore wish to take out your own personal insurance cover.

Your Vehicle

Please note there is no parking available at the conference venue. We cannot be held liable for any loss or damage caused to your vehicle during the conference.

Animals

Animals are not allowed within the venue, with the exception of assistance dogs. Please get in touch with FIEC if you intend to bring a service animal.

Photography & Video

By attending the event you consent to your image being used for future publicity whether in print or online. If you have a strict requirement for your image not to be used, please inform us in advance or at the start of the event. Whilst we will make every effort to ensure your wishes are met, we ask that you also take note of the positions of cameras at all times.

Sponsors/Exhibitors

At some events, external organisations may provide advertisement /exhibition stands/ sponsorship. Any revenue is used to offset costs of this event. FIEC seeks to ensure these organisations are in agreement with our ethos and aims but is not responsible for the content of external websites or adverts. This is because we do not produce them or maintain them, and they can be changed without our knowledge or agreement.