

Rising Lights Terms and Conditions



Event

These terms and conditions apply to Rising Lights ("the event") arranged by The Fellowship of Independent Evangelical Churches ("FIEC" or "we" or "our") due to take place between Monday 29th March and Friday 2nd April 2027 at the Princess Theatre and Riviera International Centre ("the venues"). The "venues" also includes any additional venues in Torquay 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.

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 if necessary.

Bookings

Your booking will become valid on receipt of full payment. Bookings with incomplete partial payments will not be valid when you arrive.

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, meals or any accommodation. Arrangement of accommodation and catering is your own responsibility. FIEC will seek to facilitate provision of information about accommodation online but cannot be held liable for any problems encountered.

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

Adult tickets are transferrable until Sunday 28 February, 2027. Tickets for under 18s may only be

transferred if there is space available in the age appropriate group, as we have strictly limited spaces in each group. Transfer requests should be emailed to hello@risinglights.co.uk

Under 18s

Children under 18 must be booked on to the event with, and be accompanied by, an adult aged 18 or over. Children will be allocated to the appropriate children's groups according to their age on 02 April 2027. When not signed into their formal groups, under 18s are the responsibility of their accompanying adult stated on the booking form. There is no organised group provision or creche for babies under 6 months. Please do be mindful of noise when in main meetings or seminars to minimise disruption to other delegates and event recordings.

Please try to sit near an exit in case you need to leave mid-session. Please note pushchairs, car seats and prams are not allowed in the main meeting room. There will be a number of relay rooms across the harbour bay, where talks from the main stage will be live streamed which may be useful to utilise to be nearer the venue where your child is located.

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 (such as an increase in the rate of VAT applicable to our booking) then FIEC may at its sole discretion invite you to contribute towards the increased cost(s).

Accessibility

We are committed to making the event as accessible as possible. Whilst we cannot guarantee your request will be met, we will endeavour to meet your needs. Please let us know your specific request in advance when booking.

Safeguarding

If you, or a member of your party are subject to a safeguarding agreement with your church, you should contact the Rising Lights team on hello@risinglights.co.uk before booking. FIEC has a safeguarding policy for this event which can be requested.

Changes to your booking

Should you wish to make a change after your booking is confirmed, please contact the Rising Lights team at hello@risinglights.co.uk soon as possible. Changes can be requested up to 28 February 2027 (please note this does not include cancellation and may depend on the nature of the request). FIEC reserves the right to charge a £25 administration fee for changes to your booking.

Cancellation by you

There are no refunds for cancellations. In exceptional circumstances, please contact the office to discuss your situation. We strongly recommend that you have suitable insurance in place to cover any expenses that may arise if you need to cancel your booking; this includes accommodation costs.

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).

Complaints and Behaviour

When you attend the event you and others 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 programme, in the first instance, please speak to the Rising Lights Event Manager. Any issues associated with your accommodation, food or travel to the event need to be taken up with the supplier directly.

Any specific comments must be brought directly to us during the event. If at the end of your stay you feel your matter was not dealt with in a satisfactory manner please contact the FIEC office no later than 28 days after the end of the event. Any complaint relating to the event should be raised with the Rising Lights team as soon as reasonably possible. FIEC will seek to resolve complaints promptly and fairly. Formal complaints may be submitted in writing to hello@risinglights.co.uk

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. FIEC reserves the right to refuse admission to, or remove from the event, any attendee whose behaviour is considered unsafe, abusive, disruptive, unlawful, intoxicated, or inconsistent with the aims and ethos of the event. In such circumstances no refund will be payable.

If you willfully cause any damage to the venues 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.

Insurance

Neither FIEC or the venues 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 parking charges apply at the venues and in many locations around Torquay. We cannot be held liable for any loss or damage caused to your vehicle during the conference or parking fines incurred.

Animals

With the exception of assistance or guide dogs notified to us on booking, animals and pets are not allowed within the venues for this event (this includes therapy 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.

This includes under 18s: if you do not wish the child in your care to be photographed, you must indicate this within the booking form and notify the group leader (if applicable).

Sponsors/Exhibitors

External organisations may provide advertisements, exhibition stands or sponsorship. Any revenue is used to support the 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. For further information around sponsorship, exhibiting and advertising please contact hello@risinglights.co.uk