

FIEC Leaders' Conference 2019

Terms and Conditions

Event

These terms and conditions apply to the Leaders' Conference ("the event") arranged by The Fellowship of Independent Evangelical Churches ("FIEC" or "we" or "our") due to take place between Monday 11 and Wednesday 13 November 2019 at the Riviera International Centre, Torquay ("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")

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, and we don't pass on your details to other websites.

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, 39 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.

Dietary requirements

The food is provided by the venue and any dietary requirements must be made known to FIEC before 31st October 2019.

Bookings

Bookings are accepted online, by post using a form available from our website or by phoning the FIEC office. Payment is due at the point of booking. Failure to receive full payment by this date will make your booking invalid and you will be unable to attend.

All those attending the FIEC Leaders' Conference are required to be aged 18 or above. There is no provision for children at the Conference and we cannot accommodate under 18s at mealtimes or in plenary sessions and seminars. Please feel free to bring your family with you to Torquay but note that there is no provision for under 18s at the Conference itself. Apologies for any inconvenience this may cause you.

The event pass does not include any accommodation, arrangement of which 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 of any individual within a party booking - if we believe it to be in our best interests to do so and, in such circumstances, will refund any payment made.

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).

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 Events Co-ordinator

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.

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. Changes can normally be accommodated up to 31st October 2018 for items such as dietary requirements, accessibility needs or substitution of someone to take your place. FIEC reserves the right to charge a £25 administration fee for changes to your booking after 14th October 2018.

Cancellation by you

Should you wish to cancel your booking please contact the FIEC office 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 prior to 31st October 2019 no refund will be given.

If you cancel prior to 31st October, cancellation charges will be incurred, of at least £25. These are tabled at the end of this document.

We strongly recommend that you take out appropriate insurance to cover you for the possibility that you are unable to attend the event.

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 us.

However, 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

Your vehicle and their accessories and contents are left entirely at your risk. We will not be responsible for any loss or damage from or to any vehicles from any cause whatsoever other than in the case of negligence.

Animals

With the exception of assistance or guide dogs notified to us on booking, animals are not allowed within the venue.

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. 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.

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Cancellation Charges

		<i>Cancellation received</i>			
Ticket Type	Full Price	<i>(up to and including 30th Sept)</i>	<i>(up to and including 1st Oct)</i>	<i>(up to and including Wed 30th Oct)</i>	<i>(starting Thur 31st Oct)</i>
Tickets purchased by 22 February 2019	£170	£25	£85	£150	£170
Tickets purchased by 30 September 2019	£190	£25	£95	£165	£190
Tickets Purchased after 1 October 2019	£225	n/a	£115	£190	£225