

# SPRING HARVEST HARROGATE 2022

## Terms and Conditions for booking



**SPRING  
HARVEST  
2022**

### 1. Your Booking

- Bookings can be made online at **springharvest.org** or by telephone on **01825 769000**.
- A non-refundable deposit of 20% of the booking fee is needed to secure your booking.
  - The full cost may be paid, if you wish, at the time of booking.
  - The balance is due by 5th March 2022.
  - Any bookings not paid in full by 9th March may be cancelled by us.
- Full payment is required for any bookings made after 5<sup>th</sup> March 2022.
- It is your responsibility to ensure that all members of your party accept the provisions contained in these Terms and Conditions. Failure to disclose all relevant information or comply with these terms may lead loss of the booking.
- The person making the booking must be at least 18 years old and must attend the event in Harrogate. They remain the contact point for the booking
- Your ticket. In March, and once we have received your payment in full, Essential Christian will send you a ticket by email which you will need to present when you arrive.
- Neither the venue nor Essential Christian shall have any further liability beyond the face value of the ticket purchased.

#### Booking site – Cookies Policy

- Our bookings website uses cookies. Some of the cookies we use are essential for parts of the site to operate and have already been set. We also use a number of third party cookies (such as Google analytics used for monitoring site performance). You may delete and block all cookies from the site using your browser settings, but parts of the site may not work properly. For more information about cookies please visit [http://en.wikipedia.org/wiki/HTTP\\_cookie](http://en.wikipedia.org/wiki/HTTP_cookie)

#### Safeguarding

- If you, or a member of your party are subject to a covenant of care or a safeguarding agreement with your church, you should contact Spring Harvest's Event Safeguarding Officer on 01825 746507 before booking for Spring Harvest. Due to the nature and context of the event, Spring Harvest reserve the right to decline entry to anyone who is deemed to pose a potential safeguarding risk. Those who have been, or remain, on the Sex Offenders Register will not be allowed to attend Spring Harvest.

### 2. Changes to your booking and cancellations

#### Changes

- Any changes, including adding new people to your party, can be made by phone to Customer Service on 01825 769000 or by email to **info@springharvest.org**

#### Cancellations:

- We hope you will be able to join us, but if you have to cancel, please let us know in writing, either by email to **info@springharvest.org** or by post to post to Spring Harvest, 14 Horsted Square, Uckfield, TN22 1QG.
- Charges will be made for cancelled bookings:
  - Bookings cancelled before 5th March 2022 will lose their deposit.
  - If a booking is cancelled 6th March – 25th March, Spring Harvest will retain half the booking cost.
  - There will be no refund for bookings cancelled after 26<sup>th</sup> March 2022.
- Any refunds due will be made via the original payment method.
- Should it be necessary for us to cancel your booking, or should you need to cancel because the UK government requires you to self-isolate because of **COVID-19**, we will refund your payment in full

#### Transfers

- If you or a member of your party are unable to attend after making a booking, you may transfer the booking to another person.
- This will be a private arrangement between yourselves; we will not refund the deposit and details of the new booker or guest must be sent in writing to the Spring Harvest office
- If a booker is unable to come and does not transfer or cancel the booking and give details of their replacement, they remain responsible for payment of the balance.

#### Insurance

- We strongly recommend you buy insurance to cover yourself against cancellation due to illness, accident or other unforeseen circumstances, but we are unable to specifically recommend any such insurance.

### 3. Identification Requirements and Data Protection.

- Every person making a booking must give their full name, postal address, including postcode, phone number and email address so that we can keep you informed of arrangements.
- We must have a full name for each person on your booking, so that we know the identity of all guests, to help to provide an environment that is safe and secure. We also ask for an email address for all guests so we can send them event news and information, including their ticket.
- For the purposes of data protection the person who makes the booking is the representative of all members of their party. You may choose to provide us with information about your health or the health of members in your party so we can assist you with any disability needs but you must tell other members in your party the information about them that you are providing to us, and what we will use it for. This information will only be used for the purpose for which you provide it to us. Further details can be found in our Privacy Policy at [springharvest.org/privacy-policy](http://springharvest.org/privacy-policy).
- Essential Christian will use your information to communicate with you about the Spring Harvest event. If you do not wish to receive such information please contact the Marketing Manager, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.

### 4. Accommodation

- You are responsible for arranging your own overnight accommodation
- Information given on our website is provided to assist you in finding suitable accommodation. Spring Harvest has not made an assessment of the accommodation and the inclusion of information is not a recommendation.

### 5. Guests on benefits

- Spring Harvest operates concession schemes for people in financial hardship. Funds are limited and are awarded subject to conditions and the availability of funds. Details at [springharvest.org/concessions](http://springharvest.org/concessions)

### 6. Guests with a disability

- Spring Harvest is committed to making its events as accessible as possible. See the information at [springharvest.org/accessibility](http://springharvest.org/accessibility) or contact us for more details.
- Harrogate Convention Centre is accessible. If you, or anyone in your party, have special requirements, please let us know at the time of booking. We will do our best to meet these requirements but they cannot always be guaranteed. In particular, please tell us if you use a wheelchair or mobility scooter.
- For their own safety Spring Harvest team members are advised not to lift any buggies or wheelchairs. Spring Harvest can accept no liability for any form of damage or loss suffered by wheelchair users if team members help with mobility.

### 7. Babies & Toddlers:

- Spring Harvest will do everything we can to provide children with a safe and caring environment. Full details of our Safeguarding Policy are available on request.

### 8. Health and Safety

- Wristbands will be issued to guests at check-in and must be worn at all times during the event. Guests without wristbands will be refused entry and may be required to leave.
- The right to admission is reserved by Essential Christian and the event venue, who may take health and safety, environmental and security concerns into account at their discretion, and may carry out security searches including bag searches.
- No refunds will be offered to customers who are refused entry or ejected on account of abusive, threatening, drunken or other anti-social behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, declining to be searched or making unauthorised audio, video or photographic recordings in restricted areas.
- Should we become aware, or have reasonable grounds for suspicion, that a guest has contracted any disease that has the potential to infect a large number of people quickly, e.g. **COVID-19** or **Norovirus**, they and their party will be required to leave.
- Please read The Centre's safety advice at [harrogateconventioncentre.co.uk/public-safety](http://harrogateconventioncentre.co.uk/public-safety) before joining us.

### 9. Filming and photography

- Spring Harvest and agencies authorised by us will take photographs and make recordings during the event which may lead to your image or voice being on albums, publicity material, website, television and radio broadcasts. This may include circulation outside the UK. Videos are made of some meetings which may include some brief shots of guests. Please come to the Spring Harvest office early in the week if you would prefer not to be included in any photographs and recordings.

## 10. Pets

- Pets are not permitted in the Centre. Assistance dogs are accepted by prior agreement.

## 11. Programme

- Entry on Saturday 9<sup>th</sup> April is from 2pm.
- Programme finishes by 1pm on Wednesday 13<sup>th</sup> April.
- Outline programme information will be shown on the Spring Harvest website.
- Details of the full programme will only be available on arrival or via the Spring Harvest Harrogate app.
- Changes to the programme may be made if necessary.
- No unauthorised trading or leafleting is permitted within the Centre.

## 12. If you have a comment or complaint

- If you have a comment or complaint about any aspect of the Spring Harvest programme whilst at the event, please speak to the Customer Care team who can be contacted through the Spring Harvest Information Point. They will try to resolve any issue you may be having and involve members of the Event Leadership Team if necessary.
- Should we not be able to resolve things while you are at the event, or if you want to send feedback afterwards, please email [info@springharvest.org](mailto:info@springharvest.org) or write to Head of Spring Harvest Programme, Spring Harvest, 14 Horsted Square, Uckfield, TN22 1QG

## 13. Limitations of liability

- Essential Christian accepts responsibility for those arrangements that are within its control but cannot accept liability for any others including actions of suppliers and third parties

**This Agreement** and any disputes arising out of or in connection with its subject matter are governed and construed in accordance with the law of England. The parties to the Agreement hereby irrevocably agree that the Courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement. If any provision of this Agreement (or any part of any provision) is found by a court or other authority of competent jurisdiction to be illegal, invalid or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of this Agreement, and the validity and enforceability of the other provisions of this Agreement shall not be affected.