



## GROUND LEVEL - GENERAL EVENT TERMS & CONDITIONS

These terms and conditions relate to all events hosted by the Ground Level Network excluding the Awaken Event, the Terms & Conditions for Awaken can be found here: <https://awakenevent.uk/terms-and-conditions>

### General

Ground Level reserves the right to cancel or amend bookings; all tickets are subject to availability. The following terms and conditions are applicable to all Ground Level ticketed events excluding The Awaken Event as detailed above .

Ground Level reserves the right to limit ticket type, availability, payment type and payment method per each event.

### Use of your data

Ground Level Ministry Team is notified (registered) as a data controller under the UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018. The UK GDPR puts obligations on controllers and processors of personal information and lays down principles for its use.

Information has to be processed fairly and lawfully. This means you are entitled to know how we intend to use any information you provide. We will use the personal information that you provide to process your booking. A full copy of our privacy policy can be found here: <https://www.groundlevel.org.uk/privacy-policy>

You must inform other members in your party of the information about them that you are providing to us, and what we will use it for. For the purposes of data protection you, the lead guest, are acting as the representative of all members of your 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. This information will only be used for the purpose(s) for which you provide it to us.

Ground Level can only discuss or amend a booking with the lead guest. They will correspond in all matters relating to the booking or group with the lead guest who acts as representative for all members of the group.

Ground Level will also use your information to communicate with you directly in relation to the upcoming event as well as any future events and services brought to you by Ground Level. If you do not wish to receive such information please contact us.

## Payment

All bookings must supply full payment with their booking, for the leaders conference final and settled payment must be received before the bookings closure date.

Payment can be made by cheque, made payable to "GROUND LEVEL", or via Credit/Debit Card using the payment details page of the booking form. Cash Payments are only permitted in person direct to Ground Level.

## Children

All Children must be booked in with a Parent/Guardian over 18 years of age. It is the responsibility of this parent/guardian to supervise their child at all times.

## Tickets & Confirmations

Tickets and/or a booking confirmation will be emailed to the email address you provided when booking, please be aware these may go into your Junk/Spam inbox.

## Cancellations & Substitutions

Cancellations are subject to a 7 day "cooling" where 100% Refund is available, this applies only to tickets purchased in advance of one month before the event is due to begin. All cancellations must be in writing either by email or post and include full details of booking

Substitutions must be made like for like (I.e. adult for adult place) this must also be received in writing via email or post by the booking contact up to one month before the event start date. Substitutions may incur a £5 admin fee per ticket.

After 7 Days the following structure will apply to cancellations:

From 7 Days to 1 month before the event - 25% Cancellation Fee applies

From 1 month before the event to after the event – No cancellations

Cancellations due to ill health or various "force majeure" may be eligible for a full refund or reduced fees. Please state the circumstances along with the request for cancellation. These will be handled on a case-by-case basis and Ground Level reserves the right to subject all cancellations to the fees stated above. Suitable proof of circumstances will be required in these instances. We would advise taking out your own holiday and/or travel insurance to protect yourself in case you need to cancel your booking.

## Offerings

Freewill offerings may be taken at all Ground Level events. These will be used to bless those ministering throughout events and targeted to further the vision of Ground Level. Please pray about your contribution and come prepared and ready to give. Giving can also be made online, by text or using a giving form.

## Safeguarding

If you, or a member of your party:

- has an unspent conviction of any order indicating antisocial behaviour, violence, abuse, public disorder or criminal damage or any other form of antisocial behaviour;
- is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.

- are subject to a covenant of care, safeguarding or behavioral agreement with your church or any other body you should contact the Ground Level Safeguarding Team by emailing [safeguarding@groundlevel.org.uk](mailto:safeguarding@groundlevel.org.uk) before booking for the event. Due to the nature and context of all our events, we reserve the right to decline entry to anyone who is deemed to pose a potential safeguarding risk.

### Prayer and Ministry

Whilst care is taken in selecting speakers and ministry teams at our events, everything should be weighed with care. Ground Level do not necessarily endorse everything that will be said and cannot take responsibility for any emotional impact or for actions or decisions made as a result, therefore we ask everyone to exercise individual consideration in response. We recommend seeking clarifying counsel in a setting where you are known, such as your local church, prior to taking things to heart or making decisions based on what you have heard.

### Pets

No dogs (except guide dogs) or other animals will be allowed into event venues or in car parks. This applies to all events.

### Bikes, Scooters & Roller Blades

No Bikes, Scooters, Roller blades/Skates or skate boards are allowed to any event.

### Photography & Video

There will be official photographers and videographers at all Ground Level Events, delegates may feature in these images, which will be used for our promotional material, printed and electronic, including the website, video online and social media.

### Comments & Complaints

We do everything we can to make your time with us enjoyable, however if you do wish to raise a comment or complaint please speak to a member of staff when you are at the event. They will try to resolve any issue you may be having and involve members of the Event Leadership Team if necessary.

If we are not able to resolve things while you are at the event, or to give any other feedback, please write to [complaints@groundlevel.org.uk](mailto:complaints@groundlevel.org.uk)