

## **Ground Level Ticketing Terms & Conditions**

### **General**

Ground Level reserves the rights to cancel or amend bookings; all tickets are subject to availability. The following terms and conditions are applicable to all Ground Level ticketed events. Ground Level reserves the right to limit ticket type, availability, payment type and payment method per each event.

### **Payment**

All bookings must supply full payment with their booking.

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 outside of Children's meetings.

### **Tickets**

Tickets will be emailed to the address you provided when booking, please be aware tickets 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 "Acts of God" 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.

### **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, using booking forms, via Paypal, Justgiving and BtMydonate (Where applicable).

**Pets**

No dogs (except guide dogs) or other animals will be allowed on site 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.