

# RELATIONAL MISSION | THE CALL

## Booking Terms & Conditions

### 1. Bookings

- 1.1 One conference ticket per person.
- 1.2 By completing the booking form at <https://thecall.book-in.me/> you are agreeing to these terms and conditions
- 1.3 Upon booking, the delegate will receive a confirmation email.

### 2. Payments

- 2.1 Payment in full must be received and cleared before the start of the event.
- 2.2 Relational Mission reserves the right to refuse admission for any failure by a delegate to pay the full fees for the event prior to the start of the event.

### 3. Venue and event content

- 3.1 Relational Mission reserves the right to run the event at a different venue to the one specified, when necessary. If this is the case Relational Mission will inform the delegate as soon as possible and provide information about the revised venue.
- 3.2 Any opinions expressed by speakers at any event are their own and not necessarily those of Relational Mission.
- 3.3 Relational Mission shall endeavour to ensure that the published programme is provided. However, Relational Mission reserves the right to alter published programmes, dates and speakers according to circumstances.

### 4. Cancellations

- 4.1 Relational Mission reserves the right to cancel, postpone or otherwise alter the content or date of an event without notice. In such circumstances, Relational Mission may, at its own discretion, return any payment received without penalty of a cancellation charge.
- 4.2 In the event of cancellation by a delegate, cancellation fees will be due as follows:
  - **FULL refund:** If you make a written request no later than 60 days prior to the first day of the conference, you will receive a full refund.
  - **PARTIAL refund:** If you make a written request 45 days prior to the first day of the conference, you will receive a 50% refund.
  - **NO refund:** Requests for refunds made within 30 days prior to the start of the conference or event will not be eligible for a refund.If you fail to attend the conference, you are **not** entitled to a refund unless you have cancelled your booking in accordance with the above.

- 4.3 To request a refund in accordance with the above you must notify us in writing by email to [events@relationalmission.com](mailto:events@relationalmission.com). Relational Mission will endeavour to issue your refund as soon as possible and no later than one month after the conference has finished.

## 5. Substitutions

Substitute delegates will be accepted, subject to prior notification to Relational Mission. Where possible, Relational Mission asks the delegate to inform it of the alternative delegate's name at least 7 days before the date of the conference.

## 6. Personal belongings

Personal belongings and items belonging to or in the possession of the delegate brought onto the venue are the sole responsibility of the owner and Relational Mission accepts no responsibility for such items.

## 7. Force majeure

Relational Mission will not be liable for any failure or delay in the delivery of the conference, which is caused by circumstances beyond its reasonable control. Where such an event occurs Relational Mission's obligations will be suspended for so long as such circumstances continue or the conference may be cancelled in which case the provisions of Clause 4 will apply.

## 8. Copyrights

- 8.1 Relational Mission reserves all rights in the content of all events and Materials. By completing and submitting the booking form customers acknowledge that all rights in the content of events and materials shall be owned by Relational Mission (or the consultant responsible for developing the event and Materials) and that in attending an event delegates will not obtain any rights whatsoever in such content or materials.
- 8.2 The customer / delegate agrees not to reproduce, sell, hire or copy materials (in whole or part) and not to use such materials except for the purpose of post event reference.
- 8.3 Where the delegate does not sign the booking form, the customer shall procure that the delegate is bound by these terms.

## 9. Data protection

- 9.1 Details of the delegate will be added to the Relational Mission database in order to process your booking and communicate with you about the conference and other related activities / services Relational Mission offers. All data is processed in accordance with our data protection and privacy policies. Find out more at - [relationalmission.org/privacy](http://relationalmission.org/privacy)

- 9.2 If you do not wish to receive any further information from us please notify us by post (Relational Mission, Jubilee Family Centre, Norwich Road, Aylsham, NR11 6JG, UK), email ([admin@relationalmission.com](mailto:admin@relationalmission.com)) or telephone (08454680270).

## **10. Limitation of liability**

- 10.1 Except in respect of liability for death, personal injury or loss caused by Relational Mission's negligence (for which no limit or exclusions of liability apply), Relational Mission's aggregate liability, whether for damages or compensation of any nature arising from the contract for the event (including as a result of negligence) shall be limited to the total sum or sums paid by the customer for attendance at the chosen event.
- 10.2 Relational Mission shall not be liable in respect of loss of profits, business, revenue, goodwill or anticipated savings or indirect or consequential loss or damage (whether caused by negligence or otherwise); or any act, omission or breach of contract by the customers employees, agents or sub-contractors.

## **11. Miscellaneous**

- 11.1 If you have any additional requirements due to a disability or any other reason please notify Relational Mission to discuss requirements.
- 11.2 Relational Mission will not be liable for any travel or other expenses incurred by delegates attending events.
- 11.3 Delegates agree to comply with both Relational Mission and the venue's policies and procedures at all times during the conference.
- 11.4 Relational Mission reserves the right to refuse admission to any person whom it considers in its absolute discretion to be unsuitable for admission to the event or to remove any such person after the commencement of the event.
- 11.5 The contract arising from a booking does not create or infer any rights under the Contracts (Rights of Third Parties) Act 1999 which are enforceable by any person who is not a party to the contract.
- 11.6 Any contract arising from these terms shall be governed by and construed in accordance with English law and any dispute that may arise between the parties concerning these terms or any contract arising therefrom shall be subject to the exclusive jurisdiction of the English Courts.

If you have any questions regarding these terms and conditions please contact [events@relationalmission.com](mailto:events@relationalmission.com)