

## CREATIVITY WORKS BOOKING TERMS & CONDITIONS

**Creativity Works is a charity and any profits raised from this income generation side of our work are reinvested back in to our work with vulnerable people.**

We recommend you try to book Creativity Works events as soon as possible:

- as places may be limited and early booking will reserve your place;
- to avoid cancellations due to perceived lack of interest.

If a minimum number of bookings are not received before the closing date, Creativity Works may be forced to cancel the event. If Creativity Works has cancelled an event because of lack of bookings, the fee(s) will be refunded in full.

1. Our Events Calendar and Programme is correct at the time of publishing. We reserve the right to cancel or change the time or date of the event or change its venue, content, artists and the speakers at any time at our discretion.

-If we exercise that right of cancellation we will refund any fees which you have paid in advance.

-If we change the time, date, venue, content or speakers, we will give you an opportunity to cancel your booking. If you take that opportunity we will refund any fees you have paid in advance.

2. By submitting an online booking form, you are offering to enter into a contract with Creativity Works Registered Charity No. 1075812 Company No. 3768255 whose registered office is at Leigh House, 1 Wells Road, Radstock, BA3 3RN.

3. Your place is confirmed when we send you an email or eventbrite issues you a receipt (and not before). We reserve the right to reject any booking form for any reason.

#### 4. Pricing:

-You may pay for your booking by cheque, or online via eventbrite.

-If you wish to pay by cheque, please make cheques payable to:

‘Creativity Works for Everyone Ltd’.

-If you book online through EventBrite, handling fees (2.5% of ticket price + 65 pence for eventbrite services, plus 3.5% for payment processing) per transaction will be added to your booking.

-We do not charge VAT.

-We regret that we cannot accept credit notes or cash as payment for bookings at this time.

-If you are a group we can accept group bookings and payment shall be due strictly in accordance with our standard invoice terms (thirty days from date of invoice, or prior to the commencement of the Event, whichever is sooner).

-We shall be entitled to charge you interest on late payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time).

-A receipt will be issued only on request.

#### 5. Tickets:

Tickets may be resold if we have notice 10 days prior to the event taking place. Please do bear in mind however, that we have limited resources and time, so we shall do our utmost.

Money may be refunded upon exceptional circumstances only, which you should discuss with a staff member. Otherwise we are happy to accept the monies paid as a donation towards our on-going charitable work. Please contact Ailsa Holmes.

Please make sure you carefully check the date and time when you are booking.

If you do not attend the event no refund will be made.

You may transfer your ticket to another participant, but please do let us know the name of the person attending in your place.

6. Concessions may be available on most occasions for the over 60, children under 16, students in full time education and or under the MHCSS banner. Proof of eligibility is required.

7. We reserve the right to remove any participant from the premises, without refund, on reasonable grounds including, without limitation, where the participant breaches these terms and conditions, disrupts other members' enjoyment or does anything that the Management considers to be unacceptable behaviour which may cause damage, nuisance or injury.

8. Every effort will be made to admit latecomers as soon as a suitable break occurs, but admission is not guaranteed.

9. Please ensure the all mobile phones and similar devices are turned off during the sessions/workshops.

10. **Data Collection and Purpose Specification:** We collect the personal data that you may volunteer while using our website or booking forms. Personal data is solely collected for these reasons:

- Technical administration of the Website
- Customer administration
- Marketing and training purposes

-We do not disclose your personal data to other organisations.

-Any personal data collected through us will be treated as confidential in line with the principles of the Data Protection Act 1998.

-Your personal data will not be disclosed to state institutions and authorities except if required by law or other regulation.