

EVENTS & CONFERENCES: Bookings

Terms & Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE BOOKING YOUR PLACE AT AN EVENT.

PLEASE RETAIN A COPY OF THESE TERMS AND CONDITIONS FOR FUTURE REFERENCE.

OUR DETAILS:

RZIM Zacharias Trust
76 Banbury Road
Oxford
Oxfordshire
OX2 6JT
United Kingdom
Telephone: +44 (0) 1865 302900

The Trust is a charitable company limited by guarantee, registered in England (Charity no: 1067314, Company No: 3449676). For the purposes of this document, 'us', 'we' and 'our' refer to the Zacharias Trust.

1) CONTRACT

- a) When you book a place at an event or conference by submitting a completed order request, you are making an offer to purchase our services which, if accepted by us, will result in a binding contract between us.
- b) You will receive an automatic email confirming that your order has been received and at this point your contract with us commences.
- c) Any advice or recommendations given by any representative of RZIM Zacharias Trust which is not confirmed in writing by RZIM Zacharias Trust, will not be binding on RZIM Zacharias Trust.
- d) We reserve the right to vary these Terms and Conditions from time to time. Any variation to these Terms and Conditions will be posted on this website.
- e) We regret that we are unable to offer our services or any information (including this website) in any language other than the English Language.

2) REGISTRATION AND ALTERATIONS

- a) When you register with us you are confirming that you satisfy any age or other restrictions which may apply in connection with the event or conference in question.
- b) You agree that any information you provide to us about yourself upon registration or at any other time will be true, accurate and complete, and that you will ensure that this information is kept accurate and up to date at all times. We reserve the right to request verification of your age or identity.
- c) Your registration is not confirmed until payment has been received by us.
- d) Where a preference for a specific seminar or group session is requested during registration, we will make every attempt to allocate delegates in accordance with such preference. However, when popular sessions mean bookings exceed the maximum number of spaces for a venue, or where delegates wish to change streams during an event or conference, it may not be possible for us to accommodate such preferences. In all such cases we reserve the right to reject the request. Each request will be processed on a first come first served basis.
- e) Every care is taken to ensure that the speakers, lecture titles, locations, and timings are accurate. However, RZIM Zacharias Trust reserves the right to make amendments to the programme and, in the case of unforeseen circumstances, alter the speakers, content, location and timing of the event or conference.
- f) Delegate places can only be exchanged like-for-like (i.e. individual residential place for individual residential place) and all requests must be submitted in writing.

3) ATTENDING THE EVENT/CONFERENCE

- a) No pets are allowed onsite at any event or conference except guide dogs.
- b) By attending an event or conference, you are providing your consent for us to reproduce your image, likeness and voice on reproduced audio and visual recordings and publicity material.
- c) We may use any written quotations you may submit on event/conference feedback forms in future marketing and promotional material. We will not identify you by name or otherwise unless you provide your express permission.
- d) Whilst the event/conference is in progress, you must comply with all applicable health and safety measures and any reasonable instructions we may issue from time to time.

4) PRICING POLICY

- a) The price of the event or conference shall be the price as quoted on the website on the date the order was placed, subject to any inadvertent pricing errors (whether technical or otherwise) by RZIM Zacharias Trust.
- b) To reserve your place, you must pay the amount specified on the website or on publicity materials or confirmed to you during the registration process by the date specified on the website or publicity materials or otherwise by RZIM Zacharias Trust, as appropriate.
- c) In exceptional circumstances where it is not possible for you to pay the full amount at the time of booking, you may request for an installment plan to put in place. This must be set out and agreed upon by RZIM Zacharias Trust, and if payment deadlines are not met then we reserve the right to cancel the booking at any point.

5) CREDIT/DEBIT CARDS

- a) Credit and debit cards accepted by RZIM Zacharias Trust are listed on the website.
- b) All charges to credit/debit cards will be made at the time of the booking. Any fraudulent use of credit/debit cards will be notified to the relevant authorities along with any identification details that were supplied with the booking.
- c) Any refund made to your credit or debit card shall be subject to the terms and conditions of the Issuing Bank and therefore to any time delay specified by the Issuing Bank. No liability will be accepted by RZIM Zacharias Trust for any delay that is outside of its control. A correct cardholder name and address must be supplied with every order if different to the delegate's.
- d) All accepted bookings will be processed by Ticket Tailor on behalf of RZIM Zacharias Trust, 76 Banbury Road, Oxford, Oxfordshire, OX2 6JT, United Kingdom.

6) CANCELLATIONS/REFUNDS

- a) You have the right to cancel your booking within seven working days after the date on which we accept your booking ("the cooling off period"). As long as cancellation occurs within 7 working days of the reservation being made, the full amount will be refunded.
- b) If you cancel your booking at any point after the cooling off period up until 8 weeks prior to the event, we will retain an administration fee of £250 and then refund the remainder to you.
- c) If you cancel your booking at any point after 8 weeks prior to the event, you will remain liable for the full balance of the event/conference fees until we are able to resell

your place. We may at our sole discretion resell your place at a reduced rate and charge you for the shortfall. Accounts to be settled after the end of the event/conference

c) No refunds will be payable for cancellations made within 14 days of the event/conference. If not already paid, the event/conference fees will remain payable in full.

7) PRIVACY & SECURITY

Please refer to www.zachariatrust.org/Privacy-Policy for our full privacy and security policy.

8) LIABILITY

For all bookings, the liability of RZIM Zacharias Trust shall be limited to the amount of the fee actually paid to RZIM Zacharias Trust. We shall not be liable where an event or conference is cancelled or cannot be take place due to circumstances beyond our reasonable control. Nothing in these Terms and Conditions shall exclude or limit our liability for death or personal injury caused by our negligence.

9) COURT JURISDICTION

These Terms and Conditions shall be subject to English law and the parties submit to the non-exclusive jurisdiction of the English Courts. These Terms and Conditions have been drafted in line with The Consumer Protection (Distance Selling) Regulations 2000 and the Electronic Commerce (EC Directive) Regulations 2002.