



2024

Booking Terms & Conditions

1. Your ticket remains the property of Limitless and is a personal revocable license that may be withdrawn and admission refused at any time upon refunding the printed purchase price. Any unacceptable behavior likely to cause damage, nuisance or injury shall entitle Limitless to eject you from the event.
2. Single-day passes are not available.
3. All tickets must be fully paid for before arrival at the event. If at the time of arrival, tickets are not fully paid, either, payment will be due before accessing the event OR you will be turned away. In the later case, any refunds of part paid tickets will be at Limitless' sole discretion
4. **Bookings will stop at midnight on Thursday 25th January 2024 23:59.** All delegates wishing to book in after this point must contact the Limitless office to confirm spaces events@limitlesselim.co.uk. Spaces may not be available.
5. When a booking is made the group leader/lead booker assumes sole responsibility for the overall care for all delegates in their group, including the travel arrangements throughout the week. Limitless, or any agent acting on their behalf, accepts no responsibility for any personal property, the general care, travel and accommodation arrangements for delegates except that which is implied by the aims of the event. All delegates agree to abide by and adhere to all Limitless Leaders guidelines.
6. Limitless reserves the right to cancel bookings which it reasonably suspects to have been made fraudulently.
7. For information about a booking, contact us, quoting your order number given to you at the conclusion of placing the order. events@limitlesselim.co.uk
8. It is your responsibility to check your booking; mistakes cannot always be rectified at a later date.
9. It is the responsibility of the customer to inform Limitless of any change of address, contact phone number or email address after booking. Please note that our preferred method of contact for delegates booking is by email, so care should be taken to provide a current, valid email address.
10. Should a ticket holder wish to seek a refund they should notify the Limitless booking office, events@limitlesselim.co.uk in writing immediately. The date of receipt will be the date on which any refunds are based. Please note that the Limitless booking office will confirm they have received your request for cancellation. Should you not receive confirmation, this will mean that your email or letter has not been received and therefore you will not be entitled to any refund.
11. Subject to point 11, any refunds made will be issued as follows:
 - Prior to 1st October 2023 – 100% - £5 admin fee per ticket
 - Between 1st October – 30th November 2023 – 50% of ticket costs
 - Between 1st December – 31st December 2023 – 25% of ticket costs
 - After 1st January 2024 – No refunds available.

12. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of tickets you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price for the tickets, you will receive a full refund from us.
13. Limitless reserve the right to run promotional offers at any time, which may mean ticket prices could be reduced. This is for marketing reasons and is kept as a last resort rather than a planned first action.
14. **If paying in instalments**, payment will be tried automatically. If payment of an instalment is unsuccessful, it is your responsibility to make sure payments are fully paid before the event. Instructions on how to pay missed instalments manually will be sent to you via email. Once a successful payment is made and all missed instalments cleared, any remaining instalments will be collected automatically. Limitless has no access to your card details. Your card details are held securely by our payment processor, Stripe (<https://stripe.com/gb>).
15. **If paying by bank transfer**, payment must be made within 14 days of invoice. Limitless reserves the right to charge interest at the standard rate (currently 8% + Bank of England base rate). If you have made advantage of an early-bird price discount, full payment must be made before the end of the price break. If full payment is not made, any remaining unpaid tickets will incur the price increase.
16. Any subsequent tickets purchased after a price break date has occurred, shall be charged at the current rate. Not the rate that the original tickets were purchased at.
17. Should the event be cancelled due to unforeseen circumstances ticket holders will be offered tickets at a rescheduled event (subject to availability) up to the face value of the tickets (this does not include the booking fee) or, if the ticket holder is unable to attend the rescheduled event or the event is not rescheduled, a refund. Refunds for tickets purchased prior to the date of the original event will be given up to their face value minus a £5 administration fee. If only one day is cancelled, a partial refund may be payable corresponding to the day(s) cancelled. In order to claim your refund, please apply in writing to the Limitless office (events@limitlesselim.co.uk) stating your booking reference number. You must comply with any other reasonable instructions of Limitless. For accounting purposes, any claim must be received within 28 days from the date of the cancelled event. This does not affect your statutory rights. Please note, in the event of Limitless Leaders being cancelled or postponed, Limitless cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
18. Tickets are sold subject to Limitless having the right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.
19. The venue may on occasion have to conduct security searches to ensure the safety of the patrons.
20. **Consent to photo and video publication:** Images and video footage will be taken from the event and all delegates consent to their image being used by their attendance. Images may appear in our printed publications, on our website, or both. Child/children's names will not appear in the publications or on the website. Please note that websites can be seen throughout the world, and not just in the United Kingdom, where UK law applies.

Conditions of use: We will not include details or full names of any person in an image on a website, or in printed publications. We will not include personal e-mail/postal addresses/telephone/fax numbers on our website or in printed publications. We may use group images with very general labels, such as “youth enjoying social activities” or “young people at our event”.

21. **Opt-out of default consent:** If for any reason you require us not to use your image in promotions, please email events@limitlesselim.co.uk with the details of your request.
22. Limitless accepts no responsibility for any personal property lost or damaged at our events.
23. Any damage to Limitless property, or the property to any of its agents or contractor's equipment through negligence of a delegate, shall be charged to the delegate at cost. i.e. A delegate purposely breaks a mirror in a bedroom – Limitless will recharge any costs incurred for the repair back to yourself, the delegate.
24. Pets are not allowed at the event other than animals used for assistance such as guide dogs.
25. Limitless shall not have any further liability beyond the face value of the ticket purchased plus the relevant per ticket service charge. Limitless shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to the event which has been arranged by you are at your own risk. You may wish to talk to an insurance broker to arrange cover for this eventuality.
26. Deposits paid for Limitless leaders are non-refundable.
27. Nothing in these terms and conditions seeks to exclude any liability of Limitless for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.
28. Limitless may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999 (the "Act"). Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act, but does not affect any right or remedy that a third party has which exists or is available apart from that Act.
29. All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Limitless Elim are subject to the exclusive jurisdiction of the English Courts.

Limitless, Elim International Centre, De Walden Road, West Malvern, WR14 4DF

01684 588942

events@limitlesselim.co.uk

limitlesselim.co.uk/leaders

Elim Foursquare Gospel Alliance is a registered charity 251549 (England) and SC037754 (Scotland)