

Andrew Wommack Ministries Europe
Grace and Faith Family Conference Terms and Conditions

1. Services

Through this site you can purchase from Andrew Wommack Ministries - Europe (AWME).
Conference admission tickets for the Grace and Faith Family Conference 1-4 June 2012.

The contract takes effect when you confirm and pay.

The contract lasts until you and your party leave Telford International Centre, at the latest, 3pm on Monday 4th June 2012.

The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms and conditions of the reservation.

Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

2. If we make any major alterations to your booking

It may become necessary to make alterations in advance of the Grace and Faith Family Conference in which case we will endeavour to advise you in writing as soon as possible. You will have the following options if we make a major change to your booking:

- Accept the alternative arrangements as notified to you
- Full refund of any money you have paid.

3. Minor alterations

Alterations such as the withdrawal of certain amenities, facilities, activities and entertainment, may be made by AWME for reasons beyond our control without any obligation or liability.

4. Limitation of liability

AWME accepts responsibility for those arrangements which are within its control but cannot accept liability for any injury, loss or damage suffered by you or any member of your party unless one of the following applies:

- There is wilful default by, our employees or agents or
- Death or personal injury was caused by the negligence of our employees, or agents.

For all claims (except death or personal injury caused by the negligence of AWME, our employees or agents) that arise from the non-performance or improper performance of terms in our contract, AWME may in its absolute discretion pay compensation that is reasonable in all circumstances.

5. Pricing

We reserve the right to raise or lower the conference admission ticket price and other charges at any time before booking. Please note that all prices shown are inclusive of VAT at the prevailing rate. All conference admission prices exclude accommodation.

6. Contact information

If you need to contact us regarding your booking please use the following:

Booking, ticket and general enquiries:

You can e-mail us at: enquiries@graceandfaith.uk.net

If you'd like to speak to someone in person, you can call us on: +44(0)1922 473300

Mailing Address:
Andrew Wommack Ministries - Europe
Grace International Centre
Leamore Lane
Walsall
WS2 7PS

Our office hours are 7:30am-4.00pm (GMT), Monday to Friday.

7. Refunds/Cancellations

AWME offers a 7 day satisfaction guarantee. If you are not completely happy with your booking please use the contact details above, and a complete refund will be authorised. You do not need to provide any reason for cancelling your contract nor will you need to pay any penalty.

Should you need to cancel your booking for the 2012 Grace and Faith Family Conference after the initial 7 day period, you will need to notify the AWME office in writing and a deposit of £15 per fee-paying person will be retained to cover administration costs. No cancellations can be accepted after 1st May 2012. If there are extenuating circumstances after 1st May 2012 please write to us for consideration (only up to 30 June 2012).

We do not offer refunds on tickets bought but not used.

There is a solution to most problems so do give us a call at the office to discuss any problems you may have concerning refunds or cancellations +44(0)1922 473300.

8. Confirmation

As soon as you book for the Grace and Faith Family Conference online you will be sent a confirmation email, detailing the days you have booked and the amount you have paid.

For both the 4 day conference pass and day visitors your confirmation email will act as your event ticket. Just print this email out and bring it with you to the event. Use this documentation at the reception desk, to collect your Grace & Faith welcome pack.

Further event details will be sent out to you at a later date. If you don't receive your confirmation email, please check your junk email filter and only then email us at:
enquiries@graceandfaith.uk.net

If you are unable to complete an online booking, contact our helpline on +44(0)1922 473300 and we will complete your reservation and post out your Grace and Faith Family Conference confirmation to you.

These will be sent to the registered Group Leader, or the individual making the booking. If it is not possible to send out confirmation before the event then we will communicate this clearly to you via a phone call. The usual procedure then involves picking up event passes when you arrive.

9. Wristbands

As one of our safety measures, we operate a wristband policy and these are issued to guests at check-in. It is your responsibility to ensure you look after and wear your wristband at all times whilst at the Grace and Faith Family Conference. Guests without wristbands will not be granted entry to any conference venues and may be required to leave the event without refund. Should you lose your wristband, please contact any member of the AWME staff.

10. General

Please show consideration to other guests, AWME team members, Telford International Centre employees and contractors at all times and treat the facilities with respect. Offensive or illegal behaviour and excessive noise will not be tolerated. If guests fail to comply with these rules, their contract may be terminated and they and their party will be asked to leave Telford International Centre immediately (refunds will not be given).

Contracts will also be terminated if AWME staff members have a reasonable suspicion that any guest has committed, or intends to commit an offence.

AWME reserves the right to require any guest to be interviewed by us, at Telford International Centre, to enable us to look into instances of damage or nuisance to AWME/Telford International Centre property or guests. Any person who refuses to comply will be treated as having terminated their contract. They and their party will be asked to leave immediately and refunds will not be given.

Registration will be open from 2pm on Friday 1st June 2012.

Guests are advised that any electrical appliances brought to Telford International Centre are used at their own risk.

The availability of some outdoor facilities and entertainment may be affected by adverse weather conditions.

11. Disabled guests

If you have any special requirements please let us know at the time of booking. We will do our best to meet these requirements but advise they cannot always be guaranteed. There is a disabled parking area adjacent to Telford International Centre.

12. Rides/Bouncy Castles

For funfair rides AWME actively works within the Health and Safety Executive's Code of Safe Practice HS G 175 Fairgrounds and Amusement Parks. The code specifically includes persons who 'have a physical injury or other condition', which impairs their ability to use the ride safely. Ride attendants assess guests according to these recommendations. Unfortunately, this may present limitations to some disabled guests, those, for example, who cannot brace or support themselves in the seating of a given ride.

13. Children

Except when registered in the appropriate AWME programme sessions, children aged 11 years and under may not be left alone without parental supervision. Children remain the responsibility of their parents or guardians at all other times.

Children will be undertaking messy activities, so suitable clothing should be worn. AWME takes no responsibility for damage to clothing as a result of these activities.

14. Pets

Dogs are not permitted at Telford International Centre with the exception of Guide Dogs or Hearing Dogs for the deaf. Any dog mess must be cleaned up immediately.

15. Currency

Andrew Wommack Ministries - Europe is a UK registered Charity and Company limited by guarantee in England and Wales. As such all payments made for services purchased through our website are in Pounds Sterling (£).

16. Payment

Payment by most major credit/debit cards are accepted (No American Express). For all conference bookings full payment in advance.

17. Reduced event prices

We offer an Early Bird discount if you book before 1st March 2012. All pre booking will close on Friday 25th May 2012, after which time you will need to pay on the door. Please check website for prices.

18. Our company and charity details

Andrew Wommack Ministries - Europe is a company limited by guarantee, registered in England and Wales No. 6569927 and is also a registered charity No. 1124541

Registered Office:

Andrew Wommack Ministries - Europe

Grace International Centre

Leamore Lane

Walsall

WS2 7PS

VAT No 831893900

19. Privacy/ Personal data

Customer privacy is important to AWME, and this document outlines our commitment to you with regards to your privacy. Please note that we are not responsible for the privacy practices or the content of other websites to which we provide links.

All personal data is collected and stored in line with the Data Protection Act 1998.

On registration, you signify your consent to us collecting and using your information. Should we elect to change our policy, we will notify you with an e-mail or if you do not have e-mail, in writing.

The following information is collected to create your user account and reservation profile:

Name, postal address, email address, church booking name (where required), name, gender and age of children.

20. Data sharing

The security of your account depends on the protection of your account password. Please do not disclose your password to any unauthorised person.

Access to your account is limited to AWME employees. AWME will only access your personal information to provide you with technical support, for event booking administration, and to deliver services that you have registered for.

AWME will not disclose your personal details outside of our organisation unless obliged by law. In the case of group bookings for The Grace and Faith Family Conference, your Team Leader will be able to view personal details relating to your application.

21. Cookies

This website, along with most others, uses cookies.

A cookie is a piece of information that is stored on your computer's hard drive by your web browser.

Cookies cannot look into your computer and obtain information about you or your family, or read any material stored on your hard drive, they do not in any way compromise the security of your computer and will not be used to contact you for marketing purposes.

AWME may use cookies to gather statistics about the number of people who visit the site and to help us develop the site content, layout and services. For more information on cookies, visit:

www.allaboutcookies.org

22. Video and Photography

We will be filming the conference. Photographs and video filming taken will be used solely for the purpose of AWME advertising, marketing and public relations, and may appear on our website or other publicity material. By agreeing to these terms you give us the consent to use any photos and video that you may appear on for this purpose. When registering your children you will be given an opportunity to opt out of this clause.

23. Further queries

If you have any further security concerns or queries, please don't hesitate to email us at:

enquiries@graceandfaith.uk.net

24. Complaints

If you are dissatisfied with any aspect of the Grace and Faith Family Conference, in the first instance, please speak to the AWME Team Leader/Manager responsible for the area concerned. If they are unable to resolve your issue, and you feel that we have not dealt with your complaint satisfactorily, please write to:

Grace and Faith Family Conference
Andrew Wommack Ministries - Europe
Grace International Centre
Leamore Lane
Walsall
WS2 7PS

We are only able to take action on any complaints received in writing within 28 days after the end of the event, unless there are exceptional circumstances. We are only able to accept complaints from the named lead party of the booking.