

**Cancellation:**

- (i) Cancellations received before (and on) 31<sup>st</sup> of March 2025 will receive a refund of the delegate rate applicable at the time of your booking;
- (ii) Cancellations received after 31<sup>st</sup> of March 2025 are not eligible for a refund. Further bookings after this date are also not eligible for a refund.

Post 31<sup>st</sup> of March 2025, ESSA will have committed numbers to the venue and cannot itself gain a refund hence this policy.

Notice of cancellation must be sent by email to [nicola@essa.uk.com](mailto:nicola@essa.uk.com)

**Admission and Attendance at the Venue.**

The Venue will operate in a secure manner in line with government guidelines in force at the time relating to Covid. Further updates will be provided in advance of any special requirements.

All areas of the venue are no smoking.

The venue may on occasions have to conduct security searches to ensure the safety of the patrons.

The unauthorised use of photographic and recording equipment is prohibited.

You and other ticket holders consent to photos, filming and sound recording as members of the audience.

Special effects which may include, without limitation, sound, audio visual, pyrotechnic effects or lighting effects may be featured at an event.

**Contract for Purchase**

In order to purchase Item(s) from us, when paying by credit or debit card, you must be 18 or over and have a valid credit/debit card issued in your or your Company's name. If using a company card you must have the full permission of your company to use it to make this purchase. Any purchase of an Item from us is subject to the terms and conditions herein together with any terms and conditions which may be displayed on our website; and the terms and conditions of the Venue, which can be found on their respective websites. Your contract for purchase of an Item starts once we have confirmed your purchase and ends immediately after the completion of the event for which you have purchased the Item. All purchases are subject to payment card verification if applicable and other security checks and your transaction may be cancelled if it has not passed our verification process. You agree not to obtain or attempt to obtain any Items through unauthorised use of any robot, spider or other automated device or any other illegal or unauthorised activity. We reserve the right to cancel any transaction which we reasonably suspect to have been made in breach of these provisions without any notice to you and any and all Items purchased as part of such transaction will be void. We reserve the right to cancel bookings which we reasonably suspect to have been made fraudulently. Whilst we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of any Item 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 price, you will receive a full refund from us.