



**Parent & Carer
Alliance C.I.C.**

Activity & Event Booking Terms & Conditions

Tickets are non-refundable . Parent and Carer Alliance CIC reserves the right to alter or change activities and, in these circumstances, may offer a refund to ticket holders at our discretion.

Parent and Carer Alliance C.I.C will offer a refund to ticket holders where an event is cancelled entirely, on request. Alternatively, families can choose to donate the fee.

Parent and Carer Alliance C.I.C reserves the right to refuse attendance and entry to any of our activities and social events. Decisions will not be made on a discriminatory basis and will align with the Equality Act 2010.

Parent and Carer Alliance C.I.C, in the interest of safety, comfort and well-being of other ticket holders, has the right to ask any person/s to leave an activity or social event at any time before, during or after an activity or social event for people with disabilities.

Parent and Carer Alliance C.I.C policies, including Privacy, Safeguarding, Risk, Volunteering and Health & Safety details are available on request.

The Alliance is committed to accessibility and inclusion in line with the Equality Act 2010.

Disclaimer:

- 1.** By booking a ticket and/or attending any activity and/or social event for people with disabilities you agree that any Parent and Carer Alliance C.I.C activity or social event is booked entirely at your own risk.
- 2.** All parents/ carers and keyworkers who accompany children, young people and adults with disabilities are always fully responsible for any people in their care.
- 3.** To reduce the risks I/we agree to follow all the instructions set out in the Health & Safety rules detailed either on the booking form or given verbally or in writing by the Session Leader at the beginning or during the session as well as any instructions given to me by Parent and Carer Alliance C.I.C staff, Service Providers or volunteers.
- 4.** All parents/ carers and keyworkers who accompany children, young people and adults with disabilities agree and undertake to ensure that the person with disabilities understand and will follow the instructions set out in the Health & Safety rules and any oral instructions to the best of their abilities, in accordance with point 3 above.
- 5.** In the event of attendance by a user without their carer, parents or keyworkers, the user acknowledge and agree that:
 - 5.1** they do so at their own risk;

5.2 Parent and Carer Alliance C.I.C shall not be obliged to provide any such individual care and support;

5.3 the user shall bring and administer any required medication and Parent and Carer Alliance C.I.C shall not be liable for administering such medication or providing the user with assistance for the same;

5.4 Parent and Carer Alliance C.I.C shall not be liable (save for any exclusions as prohibited by law) if the user fails to follow the instructions of any Parent and Carer Alliance C.I.C representative or the event representatives whilst at the event.

5.5 Parent and Carer Alliance C.I.C shall not be liable for any injuries sustained within the activity or venue that's been paid for.

5.6 Parent and Carer Alliance C.I.C cannot guarantee that events or venues will be free from nuts or any other allergy inducing substances. It is the responsibility of the user and their parents/carers/keyworkers to ensure that they carry the medication to alleviate symptoms and make the venue and/or the Parent and Carer Alliance C.I.C aware of any life threatening allergies.

5.7 Allergy Warning

Sensory Food Play items may contain or come into contact with: **celery, cereals containing gluten** (such as wheat, rye, barley, and oats), **crustaceans** (such as prawns, crabs and lobsters), **eggs, fish, lupin, milk, molluscs** (such as mussels and oysters), **mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites** (if the sulphur dioxide and sulphites are at a concentration of more than ten parts per million) and **tree nuts** (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).

All allergies must be recorded and shared with staff. Please ask our staff for more information. Attendees agree that in the event of an allergic reaction or any other medical condition that Parent and Carer Alliance C.I.C will not be liable for any direct or indirect medical episodes arising from or in connection with the Parent and Carer Alliance C.I.C activities and events for people with disabilities.

All reasonable steps will be taken to manage allergens, the the Alliance cannot guarantee that the venue will be allergen free.

I/We waive all and any claims against Parent and Carer Alliance C.I.C in this respect both for myself and/or for the children, young people and adults with and without disabilities in my care.

5.8 Parent and Carer Alliance C.I.C. reserves the right to refuse booking access to families failing to attend two or more events.

6. All Ticket holders and those attending an event, agree that in the event of an accident, or loss or damage to public property and/or personal effects that I/We acknowledge that Parent and Carer Alliance C.I.C will not be liable for any direct or indirect loss, damage or injury arising from or in connection with the Parent and Carer Alliance C.I.C activities and events for people with disabilities.

I/We waive all and any claims against Parent and Carer Alliance C.I.C in this respect both for myself and/or for the children, young people and adults with and without disabilities in my care.

7. Photo Consent By consenting to the Parent and Carer Alliance C.I.C (the Alliance) using your image either in a photograph or a video/live stream of the event you understand that these photos and videos may be used for the following purposes:

- Display at future events,
- Publication on the Alliance Website and social media platforms,
- Use in the Alliance's promotional materials,
- Other purposes as deemed necessary by the Alliance

You acknowledge that your right to access and review the photos and videos taken of you and request their removal if you are not satisfied with their use.

You understand that you have the right to withdraw your consent at any time by contacting the Alliance in writing or via email at admin@parentandcareralliance.org.uk.

You are aware that personal data collected through photography and video recording will be processed in accordance with the UK General Data Protection Regulation (GDPR) and the Alliance's privacy policy.

8. Attendance Numbers Where there are a limited number of tickets and places at an event or activity you agree that you will adhere to the number of people stated at point of booking on the Parent and Carer Alliance C.I.C. website or by any other means and that any additional attendees may be refused admittance or will be liable to pay full price for that event or activity.

9. Cancellation Policy It's your responsibility to check that all the details shown on your booking confirmation are correct.

Please contact us as promptly as possible for any amendments to be made.

- Activities booked online must be paid in full. Please keep a copy of your confirmation email as proof of booking.
- Upon registration, terms and conditions must be signed by/on behalf of all participants before any activity takes place.
- Any cancellation must be made at least 48 hours prior to the date of Activity booking. Refunds will be issued to the value of the booking or families can choose to donate their fee.
- Booking Fees are non-refundable.
- No refunds will be given for no-shows, or for a reduction in number of participants to those booked or for bookings made on the day of the activity.
- Online bookings will be cancelled and refunded if the Terms & Conditions are not agreed to at point of booking.

In the unlikely event that the activity is cancelled by the Directors (minimum number of attendees not met, weather conditions or unforeseen circumstances), participants will be offered an alternative activity/a date to reschedule OR the value of the booking will be refunded.

10. Statutory Rights Your statutory rights are not affected.

Declaration:

I certify that to the best of my knowledge that neither I nor any child, young person or adult in my care have a medical condition which might make me or him/her/them at risk of death, becoming critically ill, more likely to sustain an injury or become unsuitable to take part in an Parent and Carer Alliance C.I.C activity or social event for people disabilities.

I/We agree to declare all medical conditions, disabilities and challenging behaviours at the time of booking, before any child, young person or adult attends any of Parent and Carer Alliance C.I.C activities and social events for people with disabilities.

I/We understand the Photo Consent information and, if the box is ticked to agree to photos being taken, acknowledge that you are aware personal data collected and will be processed in accordance with the UK GDPR.

I/We understand that if more attendees are brought to the venue or event than have been booked on that they extra attendees will be liable for the full ticket price.

By ticking on the booking page, I/We agree to all the terms and conditions detailed above and the photo consent.

If consent has not been obtained, your booking will be cancelled and refunded.