

The Great Garden Trail

Terms and Conditions for Visitors



These Terms and Conditions apply to anyone attending the Great Garden Trail events. We want to ensure you have as much enjoyment as possible, so please read through them carefully. Upon registration to this event, you agree to and accept these Terms and Conditions. If you are the parent or guardian of a child under 18 attending the event or are registering on behalf of someone else or a group, you agree and accept these Terms and Conditions on their behalf.

1. Bookings, Prices and Payment

- 1.1 Registration for the event is accepted via online at enthuse.com.
- 1.2 Please carefully enter all relevant details when booking online, and ensure your email address is correct as you will receive entry confirmation of your online booking using the email address provided, and we will use this email to communicate with you regarding the event.
- 1.3 Registration for the event will open on 2nd March and will close when tickets are sold out.
- 1.4 The cost of entry will differ from event to event.
- 1.5 We do not offer concessionary rates.
- 1.6 All transactions will incur a booking administration fee.
- 1.7 Please ensure you have a valid ticket before attending, as entry cannot be guaranteed for visitors who arrive without one.
- 1.8 All tickets are non-refundable and non-transferable by St Elizabeth Hospice unless we have to cancel or postpone the event. You must not exchange, sell or transfer your entry ticket to anyone else and we reserve the right to refuse participation where this is found to have taken place.
- 1.9 Some events will allow you to bring your dogs – please check in advance. They should always be kept on a lead and any mess made should be disposed of responsibly.

2. Safety

- 2.1 Please take note of any hazards which are displayed at the garden opening.
- 2.2 All children under 18, visiting the event must be accompanied by a paying adult who will be responsible for their safety at all times. We cannot accept visitors under the age of 18 without an accompanying adult under any circumstances.
- 2.3 For participants with a disability, please contact us on 01473 723600 for more details about access or any questions you may have.
- 2.4 All events are strictly no smoking or vaping .
- 2.5 We will have zero tolerance to abusive behaviour of any kind including verbal, emotional or physical harm towards our staff, volunteers, participants or

anyone associated with the event including the general public and passers-by, and we will remove you from the event immediately without liability and may report any actions as a criminal offence to the police where appropriate.

- 2.6 The safety of everyone involved in the event is paramount and you must follow all instructions and guidelines at all times. Failure to do so may lead to us refusing entry or asking you to leave the event.

3. Changes to the Event and Cancellation

- 3.1 We reserve the right to alter the time of the event at any time without liability.
- 3.2 We will communicate any changes to the event to you via the email address provided by you during the booking process.
- 3.3 Where we are required to delay, postpone or cancel the event due to reasons beyond our reasonable control (force majeure), we will endeavour to reschedule the event and permit entry to all previously paid participants. If you are unable to participate in the rescheduled event, we will offer you a refund.
- 3.4 Where we are required to delay, postpone or cancel the event due to reasons beyond our reasonable control (force majeure), we cannot accept any liability for losses you may suffer including but not limited to travel or accommodation expenses incurred.
- 3.5 We will communicate with you via email and social media regarding updates of the event, particularly if events such as inclement weather or industrial action may affect the event.

4. Photography and Video

- 4.1 Photographs and videos may be taken at the event for publicity purposes to help promote the event. This will be used on St Elizabeth Hospice promotional materials. By entering the event you agree for St Elizabeth Hospice to use any materials you may feature in for the purposes outlined above. If you do not wish to be included in any materials please let us know fundraising@stelizabethhospice.org.uk
- 4.2 Photographs and videos will come from a wide range of sources, including spectators, on a voluntary basis and is beyond the control of St Elizabeth Hospice. If approached by a photographer or videographer, we ask that you participate in good spirits, however if you do not wish to be filmed or photographed, please let them know politely when approached. We reserve the right to use photographs or videos supplied to us by third parties where you might be included for the reasons outlined above.
- 4.3 The use of drones is permitted at this event. Responsibility for compliance with the UK Drone Code and for ensuring any required registration with the Civil Aviation Authority (CAA) shall rest solely with the drone operator.

5. Data Protection

- 5.1 St Elizabeth Hospice takes the protection of your information seriously. The Charity is committed to ensuring that it complies with the seven principles of good practice within GDPR 2018. We only obtain personal information with your consent and will only use it in a fair and lawful way to further the objectives of the Charity. We will always store your personal details securely.

We will use them to provide you with the service that you have requested, and communicate with you in the way(s) that you have agreed to. Your data may also be used for analysis purposes, to help us to provide the best service possible. We will only allow your information to be used by suppliers working on our behalf for the purposes of delivering the services, and we will only share it if required to do so by law. You can find our full policy on our website at www.stelizabethhospice.org.uk/privacy-policy.

- 5.2 Please be assured that your details will not be passed on to third parties, unless it is to support the charitable objectives of St Elizabeth Hospice. You can opt out of receiving communications at any time by calling 01473 723600 or email fundraising@stelizabethhospice.org.uk.

6. Disclaimer

- 6.1 By participating in this event, you fully accept and agree that the organisers or any person associated with this activity will not be held liable for any loss, damage or injury to you that may occur during or in connection with this activity.
- 6.2 We and you will comply with all applicable laws, statutes, regulations and codes in force from time to time.

If you have any questions please contact St Elizabeth Hospice Fundraising team on 01473 723600 or email fundraising@stelizabethhospice.org.uk.