

## **Booking - Terms & Conditions**

### **Online Booking Terms (consumers)**

#### **Delivery of tickets**

This system works on the basis that you print your tickets immediately after your payment is authorised. If you ring us and ask us to send your tickets then your order will be processed and despatched in 3 working days. We use Royal Mail which will take 1 or 2 days to arrive.

#### **(1) Introduction**

Please read these online booking terms carefully.

You will be asked to expressly agree to these online booking terms during the event booking process on our website.

#### **(2) Interpretation**

In these online booking terms, "we" means Crafts 4 Crafters (and "us" and "our" will be construed accordingly); and "you" means our customer or potential customer under these online booking term (and "your" will be construed accordingly).

#### **(3) Booking process**

The advertising of events on our website constitutes an "invitation to treat"; and your submission of a booking request for an event constitutes a contractual offer. No contract will come into force between you and us unless and until we accept your order in accordance with the procedure detailed below.

In order to enter into a contract to attend an event, you will need to take the following steps: "(i) you must select the relevant event, and then proceed to the checkout; (ii) we will then send you an initial acknowledgment; and transfer you to the page for you to IMMEDIATELY print your tickets and any vouchers you are entitled to for the event you have selected.

We will not file a copy of these online booking terms specifically in relation to your booking. We may update the version of these online booking terms on the website from time to time, and we do not guarantee that the version you have agreed to will remain accessible. We therefore recommend that you download, print and retain a copy of these online booking terms for your records.

The only language in which we provide these online booking terms is English.

#### **(4) The events**

Any event as promoted on our website particularly on our tickets page.

#### **(5) Price and payment**

Prices for events are quoted on our website. However, it is always possible that some of the prices on the website may be incorrect. We will verify prices as part of our online booking procedures so that an event's correct price will be stated when you pay for the event.

Payment must be made in full upon the submission of your booking request. We may withhold cancel the contract between us if the price is not received from you in full in cleared funds.

The prices on the website include all value added taxes (where applicable).

Payment must be made by any method detailed on the website from time to time.

Prices are liable to change at any time, but changes will not affect contracts which have come into force.

#### **(6) Warranties**

We warrant that the services provided under these online booking terms will be provided with reasonable skill and care.

You warrant and represent to us that:

- (a) you are legally capable of entering into binding contracts, and you have full authority, power and capacity to agree to these online booking terms;
- (b) the information provided in or in connection with your booking request is accurate and complete;

- (c) you are entering into the contract under these online booking terms as a consumer, and not in the course of a business;
- (d) you will be able to attend the event at the time and in the place advertised;

**(7) Venues and dates**

Where we have a valid reason to do so, we may change event dates and venues by giving reasonable notice of the change to you.

**(8) Cancellation**

Without prejudice to the statutory right of cancellation detailed in Section [9], you may cancel an event booking:

- (a) at least 2 months before the event is due to begin (in which case you will be entitled to a full refund of the amount paid); In order to cancel a contract on this basis, you must inform us by writing to the address set out in Section [15] of these online booking terms. Your notice of cancellation must be actually received by us on or before the relevant date set out above.

- (b) within 2 months of the start of an event refunds are not given

**(9) "Cooling off" period**

You may cancel an event booking at any time within 7 working days following the conclusion of the contract in accordance with Section [3] of these online booking terms, providing that the event has not actually commenced during that period.

In order to cancel a contract on this basis, you must inform us by writing to the address set out in Section [15] of these online booking terms.

**(10) Statutory rights**

Nothing in these online booking terms affects your statutory rights.

**(11) Refunds**

If you cancel a contract and are entitled to a refund, we will usually refund any money received from you using the same method originally used by you to pay for your purchase. We will process the refund due to you as soon as possible and, in any event, within 30 days of the day we received your valid notice of cancellation.

**(12) Limitations of liability**

Nothing in these online booking terms will limit or exclude your or our liability for: (i) death or personal injury caused by negligence; (ii) fraud or fraudulent misrepresentation; or (iii) any matter for which it would be illegal to limit or exclude, or attempt to limit or exclude, liability. Subject to this, we will not be liable for any business losses (including without limitation loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data or waste of management or office time), or for any losses arising out of a force majeure event.

**(13) Force majeure**

In this Section and Section [12], "force majeure event" means any event which is beyond our reasonable control.

Where a force majeure event gives rise to a failure or delay in us performing our obligations under these terms and conditions, those obligations will be suspended for the duration of the force majeure event.

**(14) General terms**

We will treat all your personal information that we collect in connection with your order in accordance with the terms of our privacy policy; use of our website will be subject to our website terms of use

Contracts under these online booking terms may only be varied by an instrument in writing signed by both you and us. We may revise these online booking terms from time-to-time, but such revisions will not affect the terms of any contracts which we have entered into with you.

If any provision of these online booking terms is held invalid or unenforceable by a court of competent jurisdiction, the remaining provisions will remain in full force and effect, and such invalid or unenforceable provisions or portion thereof will be deemed omitted.

No waiver of any provision of these online booking terms, whether by conduct or otherwise, in any one or more instances, will be deemed to be, or be construed as, a further or continuing waiver of that provision or any other provision of these online booking terms.

You may not assign charge sub-contract or otherwise transfer any of your rights or obligations arising under these online booking terms. Any attempt by you to do so will be null and void. We may assign, charge, sub-contract or otherwise transfer any of our rights or obligations arising under these online booking terms, at any time – providing such action does not serve to reduce the guarantees benefiting you under these online booking terms.

Each contract under these online booking terms is made for the benefit of the parties to it and is not intended to benefit, or be enforceable by, any other person.

The right of the parties to terminate, rescind, or agree any amendment, variation, waiver or settlement under such contracts is not subject to the consent of any person who is not a party to the relevant contract.

Subject to the first paragraph of Section [12]: these online booking terms contain the entire agreement and understanding of the parties in relation to events booked on our website, and supersede all previous agreements and understandings between the parties in relation to events booked on our website our website; and each party acknowledges that no representations not expressly contained in these online booking terms have been made by or on behalf of the other party in relation to the booking of events on our website.

These online booking terms will be governed by and construed in accordance with English law, and the courts of England and Wales will have exclusive jurisdiction to adjudicate any dispute arising under or in relation to these online booking terms.

**(15) About us**

Our full name is Crafts 4 Crafters Ltd.

Our registered office is 8 Eastover Close, Westbury On Trym, Bristol BS9 3JQ and our principal trading address is Pinnacle House, 166a, Gloucester Rd. North, Patchway, Bristol, BS34 5BG.

Our telephone number is 0117 907 1000 and 0845 30 44 222

Our company registration number is 7268867

Our email address is [info@craft4crafters.co.uk](mailto:info@craft4crafters.co.uk) or [accounts@craft4crafters.co.uk](mailto:accounts@craft4crafters.co.uk)

Our VAT number is 100 5764 52.

Debbie Knight

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