

Elim Leaders' Summit Booking Terms and Conditions 2027

1. Your ticket remains the property of EPC Services Ltd and is a personal revocable licence which may be withdrawn and admission refused at any time upon refunding the printed purchase price. Any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the EPC Services Ltd or Harrogate Convention Centre to eject you from the venue.
2. Tickets are subject to a non-refundable booking fee.
3. Event passes will be available for collection on arrival at Harrogate Convention Centre. Passes will only be supplied on receipt of an event registration email.
4. EPC Services Ltd reserves the right to cancel bookings which it reasonably suspects to have been made fraudulently. This includes using the 6+ ticket discount offer for delegates who do not attend the same church.
5. For information about a booking, contact us quoting your transaction number given to you at the conclusion of placing the order.
6. It is your responsibility to check your booking; mistakes cannot always be rectified at a later date.
7. It is the responsibility of the customer to inform Elim Leaders' Summit booking office of any change of address, contact phone number or email address after booking. Please note that our preferred method of contact for customers is by email, so care should be taken to provide a current, valid email address.
8. Once purchased, tickets will only be refunded in extenuating circumstances. The decision of the Leaders' Summit steering group regarding what will be considered as extenuating circumstances will be final. Should a ticket holder wish to seek a refund they should notify Elim Leaders' Summit office in writing immediately at els@elim.org.uk. The date of receipt will be the date on which any refunds are based. Please note that Elim Leaders' Summit booking office will confirm they have received your request for cancellation. Should you not receive confirmation, this will mean that your email or letter has not been received and therefore you will not be entitled to any refund.
9. Subject to point 8, any refunds made will be issued as follows:
 - i. Over 90 days prior to event –100% minus booking/credit card fees where appropriate
 - ii. 40-90 days –50%
 - iii. 14-39 days –25%
 - iv. Less than 14 days – No refunds available

10. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of tickets 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 ticket price for the tickets, you will receive a full refund from us.

11. Payment is by card or bank transfer. If paying by bank transfer, payment must be made within 14 days of invoice. EPC Services Ltd reserve the right to charge interest at the standard rate (currently 8% + Bank of England base rate). **If you have taken advantage of an early-bird price discount, full payment must be made before the end of the discount period. If full payment is not made, any remaining unpaid tickets will incur the price increase.**

12. Free tickets and discounted tickets:

RETIRED MINISTERS/SPOUSES: Retired EFGA ministers and their spouses can claim a free event ticket when booked in advance. Please note that ECI retired ministers must pay for a normal full price ticket and do not qualify for the EFGA retired ministers' tickets.

6+ ADULT SUPER EARLY BIRD AND ADULT EARLY BIRD tickets: **the group of 6 must be members of the same church to apply for this discount.** There must be 6 or more people in a single booking during the Adult Super Early Bird ticket period (15/05/25-30/06/25) or Adult Early Bird ticket period (01/07/25-30/11/25) for the additional discount of £21 to be applied to each ticket booked. Please note that we no longer offer free or discounted children's workers ticket or young leaders' tickets, therefore a normal full price ticket must be purchased in order to attend the Summit.

13. Overflow tickets only allow access to the overflow venue for main morning and evening sessions. Wristbands will be checked on entry. Entry to the auditorium will only be permitted for seminar sessions.

14. Should the event be cancelled due to unforeseen circumstances ticket holders will be offered tickets at a rescheduled event (subject to availability) up to the face value of the tickets or, if the ticket holder is unable to attend the rescheduled event or the event is not rescheduled, a refund. Refunds for tickets purchased prior to the date of the original event will be given up to their face value plus the relevant per ticket booking fee. (Credit card fees will not be refunded). If only one day is cancelled, a partial refund may be payable corresponding to the day(s) cancelled. In order to claim your refund, please apply in writing to the Elim Leaders' Summit office stating your booking number. You must comply with any other reasonable instructions of EPC Services Ltd. For accounting purposes, any claim must be received within 28 days from the date of the

cancelled event. This does not affect your statutory rights. Please note, in the event of Elim Leaders' Summit being cancelled or postponed, EPC Services Ltd cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.

15. Tickets are sold subject to Elim Leaders' Summit having the right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.

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

17. Ticket holders' consent to filming, photography and sound recording as members of the audience and to these images and recordings being used for future publicity purposes.

18. Delegates consent to the processing of their names and email addresses by EPC Services Ltd for use in Elim Leaders' Summit bookings and communications. We use SolidRock as our booking platform and Mail Chimp as our communications platform. By accepting these booking terms, you acknowledge that your information will be transferred to SolidRock and Mail Chimp for processing.

19. EPC Services Ltd accepts no responsibility for any personal property.

20. EPC Services Ltd shall not have any further liability beyond the face value of the ticket purchased plus the relevant per ticket service charge. EPC Services Ltd shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to Elim Leaders' Summit which has been arranged by you are at your own risk.

21. Nothing in these terms and conditions seeks to exclude any liability of EPC Services Ltd for death or personal injury caused by its negligence, fraud or other types of liability which cannot bylaw be excluded or limited.

22. EPC Services Ltd may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999 (the "Act"). Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act but does not affect any right or remedy that a third party has which exists or is available apart from that Act.

23. All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with EPC Services Ltd are subject to the exclusive jurisdiction of the English Courts.

Contact us at Elim Leaders' Summit Office, Elim International Centre, De Walden Road, West Malvern, WR14 4DF.

Booking helpline: 01684 588949

Email: els@elim.org.uk

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