



## TERMS OF SALE FOR MAXIMISE CONFERENCE TICKETS

### ATTENDANCE

To attend Maximise you must have a valid ticket and have paid your ticket balance in full (except in the case of a leader who is on the leadership team for the conference).

### REFUNDS

Ticket cancellations must be made in writing to the [9:38 administrator](#). Full refunds will be offered for cancellations made up to four weeks before the conference. There will be a £25 administration fee to process the cancellation. Within four weeks of the conference, we are not able to offer ticket refunds but you can transfer your ticket to another person.

### FORCE MAJEURE CANCELLATION/POSTPONEMENT/REFORMATTING OF MAXIMISE

In the event that government restrictions or venue restrictions, due to Covid-19 or any other reason, mean that it is impossible to hold the Maximise Conference as a physical event on the dates scheduled, ticket purchasers will be offered a full refund (even within 4 weeks of the planned conference date). It may also be possible to offer the additional option of transferring the ticket to a postponed date. 9:38 cannot accept responsibility for any travel or other costs incurred.

### FILMING/PHOTOGRAPHY

Attendees should be aware that any audio/video footage & photographs taken during the conference may be used to publicise 9:38. 9:38 owns the copyright for all such material. If you would rather your image did not appear in this way please let the 9:38 administrator know.

### PROGRAMME

9:38 reserves the right to change any of the speakers and programme details without notice.

### LIABILITY

Neither 9:38 nor High Leigh accept responsibility for any personal property nor will be liable for any loss, injury or damage to any person or property however caused, unless due to the negligence of 9:38 or High Leigh.

### CHILDREN

No child under the age of 18 will be allowed to attend without being accompanied by a parent/guardian who is then entirely responsible for them.

### PETS

Guests are not allowed to bring pets to High Leigh, with the exception of guide dogs for the blind, dogs for the deaf and assistance dogs for people with disabilities. Please contact the 9:38 administrator or High Leigh should you need to do so.

#### LANYARDS

Lanyards will be issued to all delegates upon arrival at the conference. It is vital that you wear your lanyard at all times whilst at the event. Guests without a lanyard will not be granted entry to any sessions or meals.

#### SMOKING

Smoking is not permitted inside any building at High Leigh, including e-cigarettes.

#### DRUGS

Anyone found in possession of illegal drugs or engaged in substance abuse will be sent home immediately and may be prevented from coming to future conferences.

#### UNACCEPTABLE BEHAVIOUR

9:38 reserves the right to terminate a stay without compensation where anti-social behaviour impairs the enjoyment, inclusion or safety of other conference delegates or our relationship with High Leigh. We reserve the right to escort any individual off the site.

