



Booking Terms & Conditions

1. Your ticket remains the property of Limitless and is a personal revocable License which may be withdrawn and admission refused at any time upon refunding the printed purchase price.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 Limitless or EventCity to eject you from the venue.
2. Wristband passes will be available for collection on arrival at The Gathering. Where group bookings have been made, passes may only be collected by the group leader or other designated person. Passes will only be supplied on receipt of the booking confirmation.
3. Day/evening passes can only be purchased on the door at the advertised cost.
4. When a booking is made the group leader assumes sole responsibility for the overall care for all delegates (leaders and young people) in their group, including the travel arrangements throughout the weekend. Limitless, or any agent acting on their behalf, accepts no responsibility for any personal property, the general care, travel and accommodation arrangements for delegates except that which is implied by the aims of the event. All delegates agree to abide by and adhere to all event guidelines.
5. Limitless reserves the right to cancel bookings which it reasonably suspects to have been made fraudulently.
6. For information about a booking, contact us, quoting your order number given to you at the conclusion of placing the order.
7. It is your responsibility to check your booking; mistakes cannot always be rectified at a later date.
8. It is the responsibility of the customer to inform Limitless of any change of address, contact phone number or email address after booking. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
9. Once purchased, tickets will only be refunded in extenuating circumstances. The decision of Limitless regarding what will be considered as extenuating circumstances will be final. Should a ticket holder wish to seek a refund they should notify Limitless office, info@limitlesslim.co.uk in writing immediately. The date of receipt will be the date on which any refunds are based. Please note that Limitless 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.
10. Subject to point 9, any refunds made will be issued as follows:
 - Over 90 days prior to event – 100%
 - 40-90 days – 50%
 - 14-39 days – 25%
 - Less than 14 days – No refunds available
11. The following are not considered as extenuating circumstances: 1) a group books before they have confirmation of who is coming in the hope that they would fill the spaces, and now is unable to do so. 2) a young person said they were coming and then could not because a) their parents wouldn't let them, b) they could not get the time off work, c) they have too much exam revision or homework. d) minor illness, e) accommodation/travel being hindered as a result of breakdown or adverse weather. Groups may wish to seek insurance cover for such eventualities.

12. 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.
13. 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. 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 Limitless office stating your booking number. You must comply with any other reasonable instructions of Limitless. 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 Limitless Festival being cancelled or postponed, Limitless cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
14. Tickets are sold subject to Limitless 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.
15. The venue may on occasions have to conduct security searches to ensure the safety of the patrons.
16. Consent to photo and video publication: Images and video footage will be taken from the event and all delegates consent to their image being used by their attendance. Images may appear in our printed publications, on our website, or both. The child/children's name will not appear in the publications or on the website. Please note that websites can be seen throughout the world, and not just in the United Kingdom, where UK law applies. Conditions of use: We will not include details or full names of any person in an image on website, or in printed publications. We will not include personal e-mail/postal addresses/telephone/fax numbers on our website or in printed publications. We may use group images with very general labels, such as "youth enjoying social activities" or "young people at our event".
17. Limitless accepts no responsibility for any personal property.
18. Limitless shall not have any further liability beyond the face value of the ticket purchased plus the relevant per ticket service charge. Limitless shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to the Gathering which have been arranged by you are at your own risk.
19. Nothing in these terms and conditions seeks to exclude any liability of Limitless for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.
20. Limitless 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.
21. All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Limitless are subject to the exclusive jurisdiction of the English Courts.

Limitless Office, Elim International Centre, De Walden Road, Malvern, WR14 4DF