



## New Ground Churches

### Events Cancellation & Refund Policy

In order to maintain and sustain the events programme that New Ground facilitates, it relies on the ticket/registration fee commitment from delegates. Last minute cancellations and refunds can have a significant impact where New Ground Churches has already committed to an event and the associated expenditure.

As a result, for all of the events for which it is responsible, New Ground Churches has the following policy with regard to cancellations and refunds:

#### Notification

All cancellation and refund request **must be made in writing** as indicated in this policy. Requests may be posted to 'New Ground Churches, 33 Amy Road, Oxted, Surrey RH8 0PW' or emailed to [carriematon@newgroundchurches.org](mailto:carriematon@newgroundchurches.org)

Telephone requests will need to be followed up with a written request via email or post.

#### Full Refunds

You will receive a full refund of the delegate fee if:

- you make a written request **no later than 30 days prior** to the first day of the conference or event
- the event is cancelled by New Ground Churches

Consideration for a full refund will also be given if there is an emergency illness or death of the registrant/delegate or immediate family member.

Where possible the refund will be made back to the card used for initial payment.

## **No Refund**

Requests for refunds made **within 29 days prior** to the start of the conference or event will not be eligible for a refund.

## **Substitution Policy**

Registrants/delegates may send a substitute in their place in lieu of requesting a refund. The New Ground Churches team must be notified of this **at least 10 days prior** to the start of the event or conference and give authorisation to proceed. Notification can be made by email or telephone.

## **Timing of Refunds**

If the initial payment was made through Paypal, refunds can only be made through Paypal for up to 90 days after the payment was first made. After this time we will contact you as refunds will be made directly through bank transfer.

## **Questions or Queries**

Please direct any questions or queries to [kevinrose@newgroundchurches.org](mailto:kevinrose@newgroundchurches.org) or call +44 (0)1883 734 805.