



## 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 [events@newgroundchurches.org](mailto:events@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.

## **Refund Mechanism**

It may be necessary to process the refund directly via a bank transfer if it is not possible to do so via the initial payment method. If this is the case we will contact you

## **Questions or Queries**

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