



# BOOKING TERMS & CONDITIONS

## DEFINITIONS AND INTERPRETATIONS

### “LIMITLESS”

The national youth and children’s ministry of Elim Churches, their staff and volunteers working on their behalf. Including the names Limitless Festival, Event Leadership Team & Limitless Events

### “EFGA”

Elim Foursquare Gospel Alliance. The legal charity name of Elim Churches. Their staff and volunteers working on their behalf

### “The Booker”

Any company, charity, church, youth leader, group leader or person ordering tickets, extras or any other item adding to their attendance at the event, their staff, volunteers and young people

### “Booking System”

The online computer system that handles all ticket bookings.  
Solidrock Technology Limited,  
Duke Studios, 3 Sheaf Street,  
Leeds. LS10 1HD

### “The Card Handler”

The online computer system which handles all card transactions and fees.  
  
Stripe Payments Europe, Limited  
The One Building, 1 Grand Canal Street Lower,  
Dublin 2, Co. Dublin. Ireland

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 Your ticket remains the property of Limitless and is a personal revocable license which may be withdrawn and admission refused at any time upon refunding the printed purchase price.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 Staffordshire Showground to eject you from the event.
2. All booking fees shall be charged on top of the ticket cost and is payable at the time of booking. This fee does not come to Limitless and is handled by the booking system operator and the card handler.  
If paying on the door or paying by invoice, booking fees shall be added to the cost of the tickets and paid back to the booking system operator.
3. Wristband passes will be available for collection on arrival at Limitless Festival. Where group bookings have been made, passes may only be collected by the group leader or other designated person. Passes will only be supplied in exchange for your tickets or a copy of your booking confirmation.
4. **Camping bookings will stop at midnight on 1<sup>st</sup> August 2024.** All week delegates wishing to book in after this point must contact the Limitless Festival office to confirm spaces: [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk). Entry will not be permitted until full payment is made. Payable by credit/debit card only.
5. **Electrical hook-ups cannot be ordered after 3<sup>rd</sup> July 2024.** Any groups booking in after this point will not be eligible for a designated pitch with an Electric supply included.

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6. Electrical hook-ups are limited in number and provided on a first come first served basis.
7. People with genuine medical requirements for an electrical hook-up may be eligible for a 50% discount off the full price. Proof of condition will be required. This includes, but not confined to, Dr's letter & Proof of receipt of disability allowance.  
All decisions to grant this discount are entirely at Limitless' discretion and their decision shall be final.
8. **Day passes will be available from 1<sup>st</sup> May 2024** and will be available from the website and at the gate to Limitless Festival.  
Availability for each day will be calculated after total bookings for full-week attendees have been calculated.  
Costs will be advertised on the website:  
[www.limitlessfestival.co.uk](http://www.limitlessfestival.co.uk)
9. **Ticket information can be edited at any time up to 1<sup>st</sup> June 2024** by the booker through their member's portal on the booking system.  
<https://events.solidrock.io/admin/profile>
10. **All ticket information for bookings must be entered by the booker by 21<sup>st</sup> July 2024.**  
Failure to enter all information requested may lead to the cancellation of your tickets.  
Tickets can be edited in your member area on the booking system.  
<https://events.solidrock.io/admin/profile>
11. When a booking is made the booker assumes sole responsibility for the overall care, the proper behaviour, locations and the enforcement of curfews 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 Limitless Festival guidelines.
12. Limitless reserves the right to cancel bookings that it reasonably suspects to have been made fraudulently.
13. For information about your bookings, including people joining your group by using your group code, please go to <https://events.solidrock.io/admin/profile> and select either "my bookings" or "groups I lead" from the menu on the left-hand side.  
Alternatively, contact [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk) quoting your name, email address and the order number that was given to you at the conclusion of placing your order.
14. **IT IS YOUR RESPONSIBILITY TO CHECK YOUR BOOKING;** mistakes cannot always be rectified at a later date.
15. 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:** Our preferred method of contact for a delegate's booking is by email. Care should be taken to provide a current, valid email address.
16. Once purchased all refunds are approved solely at the discretion of Limitless. However, Limitless shall not unreasonably deny any refund request. Should a ticket holder wish to seek a refund they should notify the Limitless office, [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk) in writing immediately. The date of receipt will be the date on which any refunds are based. Please note that the Limitless booking office will confirm they have received your cancellation request. 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.

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Groups may wish to seek advice about insurance cover for the excursion.

- 17.** Subject to point 16, all refunds made will be issued as follows:
- a.** **Prior to 1st June 2024** – 100% - an admin fee of £5 per ticket or £25 per booking, whichever amount is smaller.
  - b.** **After 1st June 2024** – No refunds available

*All booking fees (2%) and card handling fees (1.4% + 20p) are non-refundable.*

- 18.** While Limitless tries to ensure that all prices on our website are accurate, errors may occur. If Limitless discover an error in the price of tickets you have ordered, Limitless 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 Limitless is unable to contact you, you agree that Limitless 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.
- 19.** Paying through the online system is preferable, however, if you need to pay by bank transfer, please set up your order and proceed to the payment page.  
At this point, email the Limitless Events Office to request an invoice with your email address and order number. [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk)
- 20.** If paying by bank transfer, payment must be made within 14 days of invoice.  
If payment is not made within 14 days of invoice, your order will be cancelled, and your tickets released.  
Limitless reserves the right to charge statutory interest at the standard rate (currently 8%) + Bank of England base rate if invoices are not paid.
- 21.** All tickets will be charged at the advertised rate on the date purchased. Any early bird rate

tickets cannot be purchased after the rate deadline.

(i.e. Booker purchases a ticket at the rate of £84 in January. In March a booker adds a ticket to their order. The newly added ticket is £94 as the very early bird deadline has elapsed.)

- 22.** 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 minus booking fees 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 minus any booking fees.  
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 at [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk) and they shall send you a refund request form.  
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 (Or any other date Limitless deems fit. This will be no less than 28 days from notification of cancellation).  
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. We advise you to gain insurance to cover this eventuality.
- 23.** Limitless reserves the right to alter or vary the advertised programme due to events or circumstances beyond its reasonable control.
- 24.** The venue may on occasion have to conduct security searches to ensure the safety of our guests.

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- 25. 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. Delegates' names 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.
- a. Conditions of use:** We will not include details or full names of any person in an image on websites, or in printed publications. We will not include personal e-mail/postal addresses/telephone/fax numbers on websites 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".
  - b. Exclusion of use:** If you have a legitimate reason as to why you or anyone in your group may not have their image used in publications and web material, please get in touch with the Limitless Events team at [events@limitlesselim.co.uk](mailto:events@limitlesselim.co.uk) and we will advise you on our procedures to avoid images being taken of the person/people in question.
- 26.** Limitless accepts no responsibility for any personal property.
- 27.** Limitless shall not have any further liability beyond the face value of the ticket purchased. This does not include the booking fee (2%) or card processing fees (1.4% + 20p). Limitless shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to Limitless Festival which has been arranged by the booker are at the booker's own risk. You may wish to talk to an insurance broker to arrange cover for this eventuality.
- 28.** Deposits paid for Limitless Festival 2024 are non-refundable.
- 29. Discount Codes:** All discount codes are issued at Limitless discretion. Terms of use are issued at the time of issue and are available upon request.
- 30.** 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.
- 31.** All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Limitless Elim are subject to the exclusive jurisdiction of the English Courts.

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