

## **Terms and Conditions (T&C's):**

Please read the information below carefully before booking.

### **Your commitment to us**

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between Weston Hospicecare and yourself. By purchasing this ticket, you accept that Weston Hospicecare is not liable for any injuries or accidents to visitors while on site or during the trail, accidental loss or damage to personal effects howsoever caused, and that you use these premises and all facilities at your own risk.

- Weston Hospicecare are a charity based in Weston-super-Mare (charity number: 900328) who provide care and comfort to those needing palliative care in North Somerset and surrounding areas. Each year, the Hospice relies on individual donations and fundraisers to raise 80% of funds needed to continue this expert care, which equates to roughly £5.5 million a year.

### **Signing up and Tickets**

- All proceeds from the Easter Trail 2024 on behalf of Weston Hospicecare will come to the charity, whether from ticket sales or other donations.
- To sign up to our Easter Trail 2024, please follow the link below and fill out the form with relevant details:

[Weston Hospicecare - Easter Trail 2024 \(beaconforms.com\)](https://beaconforms.com)

- Once you have filled out the booking form, you will be sent a confirmation email. Please have a copy of this email with you on the day of the event to avoid any confusion with bookings (either digital on your phone, or a printed copy). Children's tickets are £5 each and accompanying adults go free.
- All are welcome to attend the Easter Trail, but only those who have booked a child ticket and have paid the relevant £5 will be given a map, clue pack and chocolate Easter egg prize at the end of the event.
- Any children under the age of 16 must be accompanied by an adult at all times during the Easter Trail.

- Tickets are non-refundable after purchase. All proceeds from the ticket sales go directly to Weston Hospicecare.
- Drinks and refreshments are available for an additional small donation at the event, with all proceeds coming directly to Weston Hospicecare.

## **Cancellations**

- In the event of adverse weather the Easter Trail may be cancelled at short notice. In this instance, we will endeavour to update our website and social media pages with relevant information as soon as possible, and will look to reschedule the Easter Trail at a later date if possible.
- Weston Hospicecare also reserve the right to cancel for other safety reasons. Again, updates will be posted on social media in this instance.
- If the event is cancelled, Weston Hospicecare will make every attempt to notify you using the contact information you provided us with when you booked online as soon as possible.
- If the event is cancelled, or you are unable to make it, we unfortunately cannot offer refunds for tickets purchased. However, if you signed up a child to the event and paid the £5 fee, please contact Esther at [esther.biggs@westonhospicecare.org.uk](mailto:esther.biggs@westonhospicecare.org.uk) Esther will be happy to arrange for you to pick up your chocolate Easter egg prize.

## **Safety and accessibility**

- Please note that although risk assessments have been carried out, uneven, muddy and cobbled surfaces may be present, and weather may affect this further. For safety reasons, we advise visitors to wear sensible footwear and dress appropriately.
- Registered disability assistance dogs are welcome in all areas. All care will be taken to include access for wheelchair users, but we do ask to please email [esther.biggs@westonhospicecare.org.uk](mailto:esther.biggs@westonhospicecare.org.uk) for information regarding particular access requirements in advance of the event.
- Individuals are expected to be mindful of their own personal food preferences, intolerances or allergies when purchasing and consuming

food bought on site. Signage will be provided at the event as a reminder, but Weston Hospicecare, nor Uphill Village Society, can take any responsibility for any illness or other consequences due to food consumed or bought on site.

- The trail takes place throughout Uphill Village, including much residential area. Therefore we ask everyone to be mindful and use your best judgement for activities such as ball games, picnics.
- We reserve the right, at our discretion, to refuse entry or to remove anyone behaving inappropriately from the site. Please also note that capacity will be limited, and therefore admittance may be refused if the capacity is reached and you have not booked in advance.
- Weston Hospicecare, Uphill Village Society and any of the associated sponsors can take no responsibility for loss or injury incurred when attending the Easter Trail.

### **Photography and social media**

- Photographs for personal use are welcomed but please be respectful of people's privacy. We regret that professional photography is not permitted unless you have made a prior arrangement.
- Please feel free to tag us on social media in your photographs and videos from the day and use the hashtag #WHCEasterTrail2024
- Please note that our Communications Team may be present at the Easter Trail to take general promotional pictures and video footage. If you would like to ensure that your picture is not taken and then consequently used at Weston Hospicecare's discretion, then again, please make this request in advance by emailing: [esther.biggs@westonhospicecare.org.uk](mailto:esther.biggs@westonhospicecare.org.uk)