

The Manchester
Literary and
Philosophical Society

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TERMS AND CONDITIONS v2

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1. Cancellation

1.1 Free tickets cancellation

Any place you book for a free-to attend event is freely transferable to another person and no charge will be incurred if someone else attends in your place provided we have been notified by you or the replacement in advance. Replacements can be notified to us until mid-day on the day of the event.

If you are unable to attend an event and do not wish to transfer your tickets, please notify us at least 48 hours prior to the event so that the place can be made available to anyone on the waiting list.

The Society's events are regularly oversubscribed and in order to ensure that as many people can attend as possible, it is important that tickets are cancelled if you cannot attend. The Society reserves the right not to accept bookings to our free-to-attend events from individuals who have a history of failing to either attend or cancel their tickets.

1.2 Paid tickets cancellation

1.2.1 Supper bookings

Cancellation terms will apply once a completed booking has been received either via the Manchester Lit and Phil ("The Society") website or booking has been completed over the phone/email and payment has been received.

Cancellations of paid tickets are subject to the following conditions:

If you cancel your ticket **up to 7 days before the lecture**, then we can issue you with a credit voucher to use at the checkout next time you book tickets; alternatively, if you prefer we will turn the payment into a donation to the Society. Just follow the instructions on your ticket or member area of the website to cancel your ticket and we will e-mail you the credit voucher code.

If you cancel **within the 7 days prior to the lecture**, on the day or do not show up to the lecture without prior cancellation, we regret we cannot issue you with credit as we have to order the catering 7 days before the event as we have to finalise the number with venue providers and are therefore liable for your booking.

1.2.2 Theatre tickets & tickets for one-off events

For theatre bookings, we will specify a date by which payments have to be made to the Society and make it clear that payment constitutes a firm booking. No refunds will be possible after that date as the Society will by then have paid the relevant theatre for all tickets booked. The theatre will generally not re-sell any returned tickets unless the performance is fully sold out. However, if you notify us of cancellation 7 days in advance, and we already have a waiting list, we may be able to reallocate your ticket to another member and refund the cost. There is however no certainty that this will be possible.

This applies to other one-off events too (e.g. museum guided tours, guided walks, coach trips etc...)

1.3 Event cancelled by the Society

In the unlikely event of cancellation of the event by the Society, members who have paid for a ticket will be offered a full refund or a credit note against an equivalent future Society event.

1.4 Donations and Membership Subscriptions

The Society, in common with all registered charities, is constrained by charity law. Under this law, charities are not permitted to refund donations, other than in specific circumstances. The Charities Act 2011 can be found [here](#). If you believe that a donation you have made should be refunded, please contact the Society Office.

Membership Subscriptions fall under the same regime as donations, meaning that we are unable to provide a refund for them.

2. Payment

2.1 Payment deadline

Payment is due 7 days before the event takes place. In order to keep your place secure full payment must be received prior to the event unless otherwise agreed with the Office staff (- apart from theatre bookings – see 1.2.2).

2.2 Payment deadline

2.2.1 Bank transfer

For **bank transfer**, our bank details are:

Bank: CAF Bank

Sort Code: 40-52-40

Account No: 00027287

If you pay by this method, please send an email on the day of transfer so we may log your transaction promptly.

2.2.2 Cheque

If paying by **cheque**, please make it payable to **Manchester Lit & Phil** and send to the following address:

Manchester Lit & Phil
5th Floor, Church House
90 Deansgate
Manchester, M3 2GP

The cheque needs to be **received** by the office at least 10 days before the event.

Please inform the Office on the day you send the cheque.

2.2.3 Cash

If paying by cash, please call on 0161 833 4187 to make an appointment with the Office to hand over the payment.

2.2.4 PayPal

Payment by PayPal is available on the website.

3. Accessibility and other requirements

3.1 Venue accessibility

The Society aims to hold all of its events in accessible venues, however if you have accessibility requirements, please inform our Office staff, who will be happy to check that your specific requirements will be met.

3.2 Dietary requirements

The catering staff at our venues are happy to cater for special dietary requirements, however we do ask that you let us know 7 days before the event to allow them time to make the necessary arrangements.

4. Programme Changes

4.1 Speaker cancellation

Although every effort is made to ensure our speakers appear as advertised; we are unable to guarantee any speaker's attendance as unforeseen circumstances can arise which can prevent a speaker from being able to attend. In the event of a speaker being unable to attend we will make every effort to find a suitable replacement and inform participants.

4.2 Date change

In the very unlikely event that the Society need to change the date of the event, we will notify you as soon as we are aware and will offer you a full refund for any paid-for ticket should this mean you are unable to attend the event in question. The Society is not liable to pay any incurred costs resulting from any postponement or cancellation.

5. Consent to filming

In the event that the Society records and photographs its events for broadcast on, among other things, its website, by booking a place at an event you confirm your agreement with the Society that:

- you assign to the Society the copyright, performers' property rights and all other rights in any filming, recording or photography of you at the event for use in all media; and
- the Society may edit, adapt or translate (provided that to do so is not in any way disparaging) any filming or recording of you and you agree not to exercise any "moral rights" (the rights set out in sections 77 to 89 of the Copyright Designs and Patents Act 1988) you may have against Society (or any third parties authorised by Society) in respect of any use Society makes of any filming or recording of you.

If you don't consent to the Society, filming, recording or photographing you at the event then please notify the cameraperson or photographer at the time and email admin@manlitphil.ac.uk.

6. Respect Policy

The Manchester Lit & Phil is committed to promoting the advancement of education for all. This means that for any event we organise it is important that all who attend are able to enjoy and learn from it. This includes not just attendees but the speaker(s), staff and volunteer(s).

The Society has a long history of lively debate and it is not expected that everyone will agree with all views expressed. The Society does however insist that all its activities are

carried out in a respectful way and that harassment in any form will not be tolerated. If you have any concerns in this area please contact any of the Society's volunteers present, they will be wearing branded badges and can be easily identified.

7. Online events

7.1 Online event host

The Manchester Lit & Phil online events will be hosted through the third-party streaming platform BlueJeans, please read their [privacy policy](#) and [terms of service](#) before registering for the event. In doing so, you agree that BlueJeans will share your information with The Manchester Lit & Phil (the event organiser). The Manchester Lit & Phil will protect your information in accordance with data protection law and will only contact you in relation to the event you have booked (such as reminder emails and a feedback survey).

After the event you may be contacted to take part in a survey to find out what you thought about it. Your details will not be passed on to any third parties and will only be used for the purposes of this survey.

For further information about how we handle personal data, please see The Manchester Lit & Phil's data privacy notice.

7.2 Request for registration

When you submit a request for registration for a Manchester Lit & Phil online event you are making an application to us to attend that Manchester Lit & Phil event. Our acceptance of your registration request will take place when we issue a written confirmation of your booking. The Manchester Lit & Phil reserves the right to refuse a request for registration.

We will send an email confirmation of your registration to the email address you provide to us shortly after we accept your request. It is your responsibility to ensure that the email address you provide to us is valid.

7.3 Registration deadline

Once the online event has started no further registration is possible.

7.4 Conduct during an online event

You are given the opportunity to interact with other attendees, moderator(s) and presenter(s) via the chat and Q&A modules. We reserve the right to log out from the online event any person whose conduct in the chat and Q&A module is unacceptable (in the Manchester Lit & Phil's reasonable opinion). No refund of fees or any other costs will be made in these circumstances.

7.5 Non transferability of bookings

You must not share, sell or otherwise make available to any other person the link, password or other access details we may provide you to enable you to attend the online event.

8. Data protection and your personal information

To find out what personal data we collect and how we use it, please visit our data protection policy at <https://www.manlitphil.ac.uk/resources/data-protection-retention-policy>.