

Terms and Conditions v4

Applicable from 1st September 2022

Summary of changes since previous version

Protection of vulnerable adults has been added and the title changed to reflect this.
There are many other changes throughout the document.

Distribution

For comment:

Council, office staff

For information:

Section committees

Restrictions

None

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1. Cancellation

1.1 Free tickets cancellation

Any place you book for a free-to attend event via the Manchester Literary and Philosophical Society (“Manchester Lit & Phil”) website, the third-party website Eventbrite 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.

Please note that tickets to attend an online event are not transferrable, please see 7.5 for more details.

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

Manchester Lit & Phil’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. Manchester Lit & Phil reserves the right not to accept bookings to our free-to-attend events from individuals who have a history of failing to attend without properly cancelling their tickets.

1.2 Paid tickets cancellation

1.2.1 Paid tickets for events

Cancellation terms will apply once a completed booking has been received either via the Manchester Lit & Phil’s website, the third-party website Eventbrite 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 refund. Cancelling a ticket can be done by clicking on the event title in the booking confirmation email.

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. For any booking including food or refreshments in particular, 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.

1.3 Event cancelled by Manchester Lit & Phil

In the unlikely event of cancellation of the event by Manchester Lit & Phil, members who have paid for a ticket will be offered a full refund.

1.4 Donations and Membership Subscriptions

Manchester Lit & Phil, 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 Manchester Lit & Phil's Office at info@manlitphil.ac.uk.

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

2. Payment

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 Cheque

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

Manchester Lit & Phil
COLONY Jactin House
24 Hood street, Ancoats
Manchester M4 6WX

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.

2.3 Cash

We are not able to process any cash payment at this time. Apologies for any inconvenience this may cause.

2.4 Stripe

Payment by card via Stripe is available on the website.

3. Accessibility and other requirements

3.1 Venue accessibility

Manchester Lit & Phil 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.

3.3 Age restrictions

Children under the age of 16 must be accompanied and supervised at all times by a responsible adult over the age of 21.

For further details, please read our [Safeguarding policy](#).

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 Manchester Lit & Phil need to change the date of an event, we will notify you as soon as we are aware and will offer you a full refund for any paid ticket should this mean you are unable to attend the event in question. Manchester Lit & Phil is not liable to pay any incurred costs resulting from any postponement or cancellation.

5. Consent to filming

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

- you assign to Manchester Lit & Phil 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
- Manchester Lit & Phil 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 the Copyright Designs and Patents

Act 1988) you may have against Manchester Lit & Phil (or any third parties authorised by Manchester Lit & Phil) in respect of any use Manchester Lit & Phil makes of any filming or recording of you.

If you don't consent to Manchester Lit & Phil, filming, recording or photographing you at the event then please notify the cameraperson or photographer at the time and email info@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).

Manchester Lit & Phil has a long history of lively debate and it is not expected that everyone will agree with all views expressed. Manchester Lit & Phil does however insist that all its activities are carried out in a respectful way and that harassment in any form will not be tolerated. This is applicable equally to events held in-venue or online.

If you have any concerns in this area when attending an event in-venue, please contact any of Manchester Lit & Phil's volunteers present, they will be wearing branded badges and can be easily identified.

For events taking place online, either a volunteer or a member of staff will be moderating the chat and questions for the entire duration of the event. If you have any concerns, this moderator can be contacted via a private chat function.

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. Surveys are administered by a third-party provider called SurveyMonkey. Responses to surveys issued through SurveyMonkey are completely anonymous.

Your responses and 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

For some Manchester Lit & Phil's online events you may be asked to submit a request for registration to the 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 view our data protection policy at <https://www.manlitphil.ac.uk/resources/data-protection-retention-policy>.