

# Terms and Conditions v6

Applicable from 1 October 2024

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**Throughout these Terms and Conditions “Manchester Lit & Phil” and “the Society” mean Manchester Literary and Philosophical Society**

## **1. Membership Subscriptions**

### **1.1 Monthly membership subscriptions**

When you sign up for a monthly membership of Manchester Lit & Phil, monthly payments will be collected via Stripe – our online payment processor and your membership is recorded on Join-it, our member management software.

Your membership will automatically renew each month based on your joining date. You may cancel your membership at any time. You can do this at any time with immediate effect by logging into your Join-it account.

If you cannot do this, please email on [info@manlitphil.ac.uk](mailto:info@manlitphil.ac.uk) and we will action within the next five working days..

Once your membership is cancelled in your Joinit account no further payments will be taken but you will no longer enjoy any of the benefits of membership. If you have booked free or discounted member tickets to events taking place after the date of cancellation, we reserve the right to cancel those tickets. You can still of course purchase tickets on payment of the non-member ticket fee.

Membership fees will be increased periodically. Typically this will be annually. We will give you at least two weeks’ notice of any increase in the fees and any changes to the membership benefits included as part of your membership type and you have the right to cancel your membership as noted above.

### **1.2 Annual membership subscriptions**

When you sign up for an annual membership payments may be taken via a number of methods:

- a) Via Stripe – our online payment processor. This is the default for new members
- b) Annual Direct Debit from your bank account. These payments are subject to the Direct Debit Guarantee. We do not offer this method to new members.
- c) By Bank transfer or cheque – please contact us for details.

Annual membership runs from 1 October each year or the date of joining if later, until 30 September following.

Your membership will automatically renew each year. You may cancel your membership effective from the end of any membership year. You can do this at any time with immediate effect by logging into your Join-it account.

If you cannot do this, please email on [info@manlitphil.ac.uk](mailto:info@manlitphil.ac.uk) and we will action within the next five working days.

From that date no further payments will be taken but you will no longer enjoy any of the benefits of membership. If you have booked free or discounted member tickets to events taking place after the effective date of cancellation, we reserve the right to cancel those tickets. You can still of course purchase tickets on payment of the non-member ticket fee.

No refund will be given in the event that membership is cancelled part way through the year, although we will offer a two month grace period for you to cancel an automatic renewal.

If you are unable to attend an event and do not wish to transfer your tickets please cancel your ticket through Eventbrite as soon as possible so that the place can be made available to anyone on the waiting list. This is particularly important for popular events where capacity is limited.

If you have problems cancelling via Eventbrite please notify us at [events@manlitphil.ac.uk](mailto:events@manlitphil.ac.uk) at least 48 hours prior to the event, if possible.

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 even if they are free member tickets. Manchester Lit & Phil reserves the right not to accept bookings to our free-to-attend events from members who have a history of failing to attend without properly cancelling their tickets.

### **3.4 Student ticket booking**

We may offer discounted tickets to students. It is a condition of such a booking that the person attending is in full time education. In the event that we find this is not the case we reserve the right to collect the difference between the standard and student ticket price.

### **3.5 Paid tickets cancellation**

Cancellation terms will apply once a completed booking has been received via the third-party website, Eventbrite 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 event**, 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 or by emailing [events@manlitphil.ac.uk](mailto:events@manlitphil.ac.uk). The booking fee charged by Eventbrite will not be refunded. Please cancel via Eventbrite if possible.

If you cancel **within the 7 days prior to the event**, on the day or do not show up to the lecture without prior cancellation, we regret we cannot issue you with a refund as we may be liable for your booking, in particular for visits, tours, and bookings including food and refreshments.

### **3.6 Event cancelled by Manchester Lit & Phil**

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

## **4. Accessibility and other requirements**

### **4.1 Venue accessibility**

Manchester Lit & Phil aims to hold all of its events in accessible venues. If you have accessibility requirements, it's helpful if you email us on [events@manlitphil.ac.uk](mailto:events@manlitphil.ac.uk) who will be happy to check that your specific requirements will be met.

### **4.2 Dietary requirements**

For bookings with food and/or refreshments we are happy to cater for special dietary requirements, however we do ask that you let us know by emailing us on [events@manlitphil.ac.uk](mailto:events@manlitphil.ac.uk) at least 7 days before the event to allow us time to make the necessary arrangements.

### **4.3 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](#).

## **5. Programme Changes**

### **5.1 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 particular 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.

### **5.2 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.

## **6. 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 (in person or online) 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 [events@manlitphil.ac.uk](mailto:events@manlitphil.ac.uk).

## **7. 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 t-shirts and/or 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.

## **8. Online events**

### **8.1 Online event host**

Manchester Lit & Phil online events will be hosted through a third-party streaming platform. When you register for one of our events you must accept the privacy policy and terms of service for the platform provider. In doing so, you agree that the platform provider will share your information with Manchester Lit & Phil (the event organiser). 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 providers called SurveyMonkey and MailChimp. Responses to surveys issued through SurveyMonkey are completely anonymous unless we inform you otherwise.

Your responses and details will not be passed on to any third parties and will only be used for the purposes of the survey.

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

### **8.2 Request for registration**

For some of 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.

### **8.3 Registration deadline**

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

### **8.4 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.

### **8.5 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.

## **9. 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>.