

## Family Fun Day 2024 Booking Conditions

YMCA Fairthorne Group (YMCA FG) is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Fairthorne Manor, Curdridge, Southampton SO30 2GH

### 1.0 Booking & Site Information

- ▶ Your contract is with YMCA FG and subject to the jurisdiction of the English Courts under English Law.
- ▶ The person making the booking accepts responsibility for checking all details on the booking confirmation are correct.
- ▶ The booking is confirmed and a contract formed when YMCA FG has received payment.
- ▶ Bookings are non-transferable.
- ▶ The person making the booking is responsible for updating YMCA FG of any changes to the details provided at time of booking. Omitted or inaccurate information will cause your booking to become invalid.
- ▶ Dogs are permitted at this event but must be kept on a lead at all times.
- ▶ In the event of a medical emergency, first aid will be administered where deemed necessary by YMCA FG first aid qualified staff.
- ▶ YMCA FG reserves the right to terminate any bookings by customers failing to meet these conditions. In these circumstances, no refunds will be given.
- ▶ No refunds or exchanges for booked tickets for this event will be given unless the event is cancelled by YMCA FG.
- ▶ Attendees displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from the event without refund. Attendees who are excluded during the event will not be refunded.
- ▶ YMCA FG reserves the right to cancel or move the event date due to circumstances beyond our control.
- ▶ YMCA FG reserves the right to terminate any bookings by customers failing to meet these conditions. In these circumstances, no refunds will be given.
- ▶ Due to the size of the lake, customers are not permitted to bring their own paddle boards, kayaks or canoes to the event.

### 2.0 Adverse Weather Conditions

- ▶ The event will proceed in all weathers unless YMCAFG consider it unsafe to do so. No refunds will be given for not attending due to poor weather unless the event is cancelled by the YMCA AFG in accordance with the YMCA FG's operating procedures.

### 3.0 Liability & Insurance

- ▶ YMCA FG accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment
- ▶ YMCA FG accepts no responsibility for:
  - The acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.
  - loss of income, revenue, business or data.
  - acts of force majeure that may affect the event i.e. that we could not have foreseen, such as, but not limited to, natural disasters, acts of terrorism, other factors outside of our control.
- ▶ Customers are responsible for the cost of repairs necessitated by any willful damage caused.
- ▶ YMCA FG does not accept responsibility for guests' property of any description.
- ▶ YMCA FG has public liability insurance cover up to £10 million.

### 4.0 Disclosure & Data Security

- ▶ In line with GDPR, we have measures in place to protect the personal booking information held by us. Customer details will not be disclosed to any third parties (other than those contracted to deliver services on behalf of YMCA FG) and will only be used to fulfil visit administration and to communicate details of YMCAs products and services. For further information regarding our use of your data, visit [www.ymca-fg.org/privacy-cookie-policy](http://www.ymca-fg.org/privacy-cookie-policy).
- ▶ Photographs and video may be taken by us, to be used in publications, marketing material and social media. Please inform the YMCA Fairthorne Manor Duty Manager if you do not wish to be photographed or filmed.