

General Ticket Terms & Conditions

1. Booking online indicates acceptance of our booking conditions.
2. By booking through our online system, you are registering yourself, or others within your organisation, as paying delegates for an AoG Ticketed Event
3. Individual and organisational members of AoG Status Churches enjoy significant discounts on places at AoG events. However, discounts can only be applied if the delegates are AoG Status at the time of booking and at the time of the event. Discounts can't be applied retrospectively to bookings. If you're not sure whether you're eligible for an AoG discount please contact our office: info@aoggb.com.
4. When your places have been booked, a confirmation will be emailed to you.
5. If you require proof of payment, please email finance@aoggb.com, specifying the ticket details you have just purchased.
6. If you are unable to attend, a substitute delegate is always welcome. Please email info@aoggb.com to let us know if you'd like to do this
7. AoG Ministers & AoG Churches may only use discounted tickets for themselves. If they are unable to attend, they may only transfer that place to a non-AoG individual on the agreement to pay any extra amount applicable.
8. All cancellations must be made via email to info@aoggb.com. You can cancel your place by forwarding the original booking confirmation email.
9. An administration charge of 5% of the original ticket price will be charged for places cancelled more than seven days before the event, whether the place has been paid for or not. After this date the full cost is chargeable.
10. You can cancel within seven days of the event, but you will NOT receive any refund.
11. We may take photos of delegates at our events which could be used for marketing purposes. If you do not wish for any photos that you feature in to be used in this capacity please do let us know on: info@aoggb.com.
12. It may be necessary for reasons beyond the control of the organisers to alter the content, speakers or timings of the events
13. AoG Inc will not accept liability for transport disruption or individual transport disruption
14. In the unlikely event that AoG Inc has to cancel the event, your ticket cost will be reimbursed. AoG Inc is not able to reimburse you for any other costs like travel or accommodation.
15. All delegates' details will be kept on our records, but we will not share your contact details with anyone and we will not contact you about anything other than the event you're booked to attend – unless you have indicated otherwise
16. On the day of the event the delegate list (name, job title and organisation only) may be shared with attendees to facilitate networking and as an opportunity to make connections. A delegate list should not be used for overt selling, either during or after the event.
17. AoG Inc is committed to providing access for all. We aim to hold all our events at venues that are wheelchair accessible. Please let us know your requirements as early as possible and we will do our best to accommodate your needs. You can tell us about your requirements on your booking form, by emailing info@aoggb.com
18. If you require a personal assistant or carer to attend a single day event with you, they are very welcome. If the event has a ticket cost, the personal assistant or carer's place will be free. Please email info@aoggb.com to book their free place. For any multiple day events, please email info@aoggb.com so that we can see how you can be supported.

19. If you require a BSL interpreter please let us know one month in advance if possible to enable us to source support. AoG Inc is committed to providing BSL interpreters for our events on request and subject to availability.