

## General Ticket Terms & Conditions

1. Booking online indicates acceptance of our booking conditions. Full Terms & Conditions can be found [HERE](#).
2. By booking through our online system, you are registering yourself, or others within your organisation, as paying delegates for an AoG Ticketed Event.
1. Once the organiser has been sent the confirmation email, they are not to share this information with anyone else.
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](mailto:info@aoggb.com).
4. When your places have been booked, a confirmation will be emailed to the organiser.
5. If you require proof of payment, please email [finance@aoggb.com](mailto: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](mailto: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](mailto:info@aoggb.com). You can cancel your place by forwarding the original booking confirmation email.
9. You can cancel within 30 days of the event, but you will NOT receive any refund.
10. 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](mailto:info@aoggb.com). Please see full Terms & Conditions for all information.
11. It may be necessary for reasons beyond the control of the organisers to alter the content, speakers or timings of the events
12. AoG Inc will not accept liability for transport disruption or individual transport disruption
13. 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.
14. 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
15. 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.
16. 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](mailto:info@aoggb.com)
17. 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](mailto:info@aoggb.com) to book their free place. For any multiple day events, please email [info@aoggb.com](mailto:info@aoggb.com) so that we can see how you can be supported.
18. 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.
19. The Young Lions Team have the right to send home (after consultation with church leadership of that person) any person whose behaviour is unruly, with no refund.