

Alzheimer's Society – Carols at Christmas, St Paul's Cathedral – 18 December 2018

By purchasing a ticket(s) for Carols at Christmas 2018 at St Paul's Cathedral, you are agreeing to provide your information to Eventbrite Inc. ("Eventbrite"), our chosen online ticketing platform. Eventbrite will also share your information with us to enable us to manage the concert. Eventbrite will collect and process your personal data. This information will be transferred to and processed in the U.S. Where your personal information is transferred to the U.S., Eventbrite have safeguards in place for this. For further details about the specific safeguards used by Eventbrite, please see section 13 of Eventbrite's Privacy Policy on Eventbrite's website.

1. Attendee registration - Terms and Conditions

Please read these terms carefully before you submit your order to us. These terms are the contract between Alzheimer's Society ("We, Our, Us") and you, the person booking to attend Carols at Christmas on 18 December 2018 at St Paul's Cathedral, St Paul's Cathedral Churchyard, London, EC4M 8AD (the "Concert"). Our acceptance of your order for tickets to the Concert will take place when we email you with a confirmation email, at which point a contract will come into existence between you and us. These terms apply to your booking (once accepted by us) and attendance at the Concert. Please note that separately the terms of the venue and the terms of other applicable third parties may also apply to you. .

2. Ticket purchase

Online booking for the Concert will close at 6pm on 18 December 2018. Once you have purchased tickets, you will receive a confirmation email. Attendees will need to bring a printed copy of their online confirmation with them to the Concert, or show their confirmation email in order to gain entry.

3. Payment

Tickets for the Concert are priced at £35-£100 ([excluding VAT]). There are specific pricing bands in place which correspond to the seating section chosen. Children under the age of 16 can attend the Concert free of charge (they must still register via Eventbrite to receive a ticket). Guests living with dementia will receive a 50% discount on their ticket. There are specific pricing bands in place which correspond to the seating section chosen.

Payment will be taken by credit or debit card online. Eventbrite can accept the following credit/debit cards: Visa, Visa Debit, MasterCard, and American Express.

An additional 3% will be added to the face-value of all tickets as payment of Eventbrite's service fees. [VAT will also be added.]

4. Amendments and Cancellations

If you are no longer able to attend the Concert, simply click on the link in your confirmation email and login to cancel your booking and request a refund.

Refunds of the ticket prices will be as follows:

- a) Attendees can be given a refund up to 30 days before the Concert date.
- b) Cancellations received within 30 days of the Concert will not receive a refund.
- c) No refunds will be given in respect of non-attendance

If you are unable to attend the Concert we welcome substitute attendees attending in your place at no extra cost. Please ensure the substitute has the appropriate ticket in order to enter the Concert on the night.

5. Behaviour at the Concert

You agree that you will behave (i) in accordance with our and any other relevant party's (such as the venue) reasonable requests and instructions and (ii) appropriately, lawfully and not in a disproportionately disruptive or anti-social manner.

We reserve the right to refuse you admission to the Concert or ask you to leave the Concert at any time if you do not comply with this clause or these terms and conditions.

6. Changes to the Concert

Alzheimer's Society reserves the right to alter the published programme, date, timings and/or location of the Concert or the advertised speakers at any time. Where we alter the date and/or location of the Concert, we will provide you with notice of the same and will offer you the opportunity to attend the Concert as varied. Alzheimer's Society does not accept responsibility for the views expressed by the individual speakers.

In the event that the Concert is cancelled, attendees will be notified promptly prior to the advertised date of the Concert. We accept no liability in respect of any loss or damage, whether direct, consequential or otherwise arising from any delay in providing the Concert or a change to the venue.

7. Photography and filming

Photography will take place at the Concert by an official Alzheimer's Society photographer and filming will be by external videographers specifically secured by Alzheimer's Society for the Concert. Where, on registering to attend the Concert, you have agreed to the official photographer and videographer taking photographs and filming, and to Alzheimer's Society using this material in post-event publicity - this will be without payment, notice or further consent

Please note other attendees at the Concert (such as other attendees, speakers and sponsors) may also take photographs. Alzheimer's Society accepts no responsibility in connection with the use of these photographs.

8. Data Protection

Alzheimer's Society takes data protection very seriously. By registering for this event, you agree to allowing Alzheimer's Society to communicate with you to provide information about the Concert, including but not limited to, information about the Concert including the timings, reminders and feedback surveys. To find out more about how we use your personal information please take a look at [our supporter privacy statement](#).

If you do not wish to receive any further information about Alzheimer's Society, please notify us at specialevents@alzheimers.org.uk following the purchase of your ticket(s). We will never sell your personal data to a third party.

9. Booking on behalf of a third party

If you are booking on behalf of another person, you confirm that you are authorised by that person to make the booking, and that the person has confirmed their agreement to be bound by these terms and conditions. You acknowledge and agree that both you and the person for whom you are making the booking will be bound by these terms and conditions.

10. Force Majeure

We shall not be liable to you for travel, accommodation or other costs and expenses incurred (including wasted cost and expenses) if we are required to cancel or relocate the Concert as a result

of an event outside of our control (including, without limitation, to acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, any strike action, lock-outs or other industrial action and a pandemic, epidemic or other widespread illness).

11. Liability

We shall not be responsible for any indirect or consequential loss that you may incur for any reason. You shall be responsible for any loss or damage to any of your property unless we have caused such loss or damage.

12. General

If any clause of this contract is declared by any judicial or other competent authority to be void, voidable, illegal or otherwise unenforceable, the remaining provisions of this contract shall remain in full force and effect.

This contract is governed by English law and the jurisdiction of the English Courts