

## Gala Dinner 2019

### Booking Terms and Conditions

1. This event is organised by Mid and North East Essex Mind for the benefit of the charity. We are a registered charity in England and Wales, with Registered Charity Number 1064309.
2. By purchasing a ticket to our Gala Dinner you are accepting the below terms and conditions.
3. Your place at the Gala Dinner is confirmed once payment has been received by Mid and North East Essex Mind, payment to any third parties do not constitute a booking.
4. Tickets are not available to purchase on the evening. Only those presenting a ticket will be admitted to the event.
5. Children under the age of 18 years are welcome but must be accompanied by an adult. Discounts are not available for concessions.
6. On booking your name and contact details will be added to our secure database. The purpose of this is to keep a record of your booking and payment. We will only contact you regarding this event. Your details will not be added to any marketing communication.
7. If you are unable to attend, a substitute guest may attend on your behalf. Please email [s.mills@mnessexmind.org](mailto:s.mills@mnessexmind.org) with the name of the existing and new guest.
8. No discounts are available on tickets
9. All cancellations must be made in writing to Stephanie Mills at [s.mills@mnessexmind.org](mailto:s.mills@mnessexmind.org). Initial cancellation can be made on the phone on 01206 764600 but these must be followed up in writing. **From the date of booking until 31<sup>st</sup> August 2019 refunds of 50% of the ticket price can be offered. We are unable to offer any refunds from 1<sup>st</sup> September 2019.**
10. We may take photos of guests at the event for marketing purposes. If you do not wish for any photos that you feature in to be used in this capacity please email [s.mills@mnessexmind.org](mailto:s.mills@mnessexmind.org) prior to the event.
11. It may be necessary for reasons beyond the control of the organisers to alter the content, performers or timings of the events. Refunds cannot be issued based on these changes.
12. Mid and North East Essex Mind do not take any responsibility for travel disruption results in guests being unable to attend.
13. In the event that Mid and North East Essex Mind has to cancel the event, your ticket cost will be reimbursed. Mid and North East Essex Mind is unable to refund the cost of any transport or accommodation booked.
14. On the day of the event the guest list with your name and organisation (if applicable) will be shared with the Mid and North East Essex Mind team to facilitate the event. Your name, organisation name or the lead booking contact will be shared on a table plan only available to those attending the event.

15. Mid and North East Essex Mind is committed to providing access for all. We aim to hold all our events at venues which are accessible. Please let us know your requirements as early as possible by emailing [s.mills@mnessexmind.org](mailto:s.mills@mnessexmind.org) and we will do our best to accommodate your needs.
16. No alcoholic or non-alcoholic beverages or food brought in to the event may be consumed on the premises.
17. Food served at the event is provided by Colchester United Football Club. A full list of any special dietary requirements must be provided by 1<sup>st</sup> September 2019. We will endeavour to provide any additional special diets notified to us after this time.