



SATELLITES TERMS AND CONDITIONS

UPDATED 5 JANUARY 2021

I. GENERAL

- 1.1 Satellites is an event organised and run by Youthscape.
- 1.2 Youthscape and East of England Arena have the right to refuse admission or evict ticket holders from the site due to unacceptable behaviour with the potential to cause damage, nuisance or injury.
- 1.3 Once a booking is made, the group leader takes responsibility for the care, behaviour and enforcement of site rules and curfews for all delegates in the group (including other leaders).
- 1.4 Youthscape and the East of England Arena accepts no responsibility for any personal property, the general care of young people or travel and accommodation arrangements during the event days.
- 1.5 All attendees of the event (young people, leaders, team members) must agree to adhere to the site rules. It is the group leader's responsibility to communicate these with all members of their group.

2. REGISTRATION

- 2.1 Online bookings will close at midnight on Sunday 25th July. Any additional full event delegates registering after this date must email hello@wearesatellites.com to confirm spaces.
- 2.2 Electric hook-ups are available to book, subject to availability. They must be booked before Monday 12th July. Any bookings made after this date will not be eligible to book pitches with electric hook-ups.
- 2.3 It is the group leader's responsibility to ensure any change of contact details are communicated to the Satellites team. All communications will be sent via email therefore it is essential to provide a current, valid email address when registering your group.
- 2.4 Day passes will be available to book online from July 2021, and on the gate subject to availability.
- 2.5 Wristbands will be sent out to group leaders in advance of the event. Wristbands for any late bookings can be collected on arrival at Satellites by the group leader or another designated person.

Wristbands will only be supplied on receipt of your booking confirmation.

2.6 Wristbands must be worn at all times, entry to venues will be refused without one. Lost or damaged wristbands will be replaced at the cost of £5 and will be available from Info.

3. PRICES AND PAYMENT

- 3.1 If paying by bank transfer, payments must be made within 14 days of invoice. Your order will be cancelled and tickets will be released if payment is not received within 14 days of the invoice. If your ticket cost reflects an early bird discount, full payment must be made before the end of the price break; if full payment is not made before the end of the price break, unpaid tickets will incur the price increase.
- 3.2 Any deposits paid to Youthscape are non-refundable.

4. TRANSFERS, REFUNDS, CANCELLATION

- 4.1 Once tickets are purchased, places can be transferred to another individual like for like when Youthscape are notified in writing from the group leader. Group leaders should email hello@wearesatellites.com to arrange a ticket transfer.
- 4.2 If you are unable to transfer to another individual, tickets will only be refunded in extenuating circumstances. Youthscape will make the final decision on what is considered as an extenuating circumstance. Ticket holders should email hello@wearesatellites.com to request a refund. The date of receipt of this email will be the date on which any refunds are based.
- 4.3 Any refunds will be issued as follows:
 - 60 days after purchase – full refund given
 - Outside 60 days from purchase – no refund given (transfers freely available to another guest)



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4.4 In the unfortunate event that we cancel Satellites, ticket holders will be offered a full refund on their tickets. If only one day or part of the event is cancelled, a partial refund may be offered corresponding to the number of days cancelled. In the event that refunds are offered, a member of the Satellites team will contact you within 28 days of the cancellation.

4.5 Youthscape will not be held responsible for any other costs incurred by delegates in the event of the event being cancelled such as travel or accommodation costs. Youthscape would recommend you taking out insurance to cover such eventualities.

4.6 Youthscape have the right to amend or alter the event programme without being obliged to offer refunds to tickets.

5. TEAM APPLICATIONS

5.1 A successful team place is subject to references and a clear DBS check (if the role requires one).

These must be completed and received by Youthscape prior to the event, they cannot be completed on site.

5.2 If you are unsuccessful in applying for a team role you will need to register as a delegate or join a group that is already booked. You are not guaranteed a delegate place on site if the team application is refused.

6. PHOTOS AND VIDEOS

6.1 Throughout the event, Youthscape's media team will be taking photographs and video footage. They will be wearing a team badge as an identifier. All delegates consent to their image being used by their attendance at the event. Images may be used in printed publications, videos, websites and social media. Names will not appear in any published material in print or online. If the photographer is taking photos where people are identifiable, they will ask the delegates for consent before taking the photo. If you wish to revoke your consent at any time, please email hello@wearesatellites.com.

6.2 Parents/guardians must inform Satellite Kids team if you wish your child not to be photographed during the children's programme.

7. SAFEGUARDING

7.1. The Satellites safeguarding policy will be available from 10th August 2020

8.

Nothing in these terms and conditions seeks to exclude any liability of Youthscape for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.

9.

Youthscape may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999 (the "Act"). Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act, but does not affect any right or remedy that a third party has which exists or is available apart from that Act.

10.

All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Youthscape are subject to the exclusive jurisdiction of the English Courts.