

WHAT IS SATELLITES AND WHO IS IT AIMED AT?

Satellites is a new five-day Christian youth event from the team at Youthscape. It's aimed at 13 – 18 year olds, and will take place during the school summer holidays.

The programme will be very diverse and contain a mix of Christian teaching and worship activities, alongside many opportunities for sport, entertainment, and relaxation. Alongside the main programme, we will also run Satellites Kids – a holiday-club-style mini-event for 5 – 12 year-olds and a creche for 1 – 4s.*

WHAT ARE THE DATES FOR SATELLITES?

Tuesday 10th August – Saturday 14th August 2021

WHAT IS THE EVENT ADDRESS FOR SATELLITES?

East of England Arena and Events Centre

East of England Showground
Peterborough
PE2 6XE

Site arrival information will be sent closer to the event with specific Arrival Gate information.

WHAT ARE THE ARRIVAL AND DEPARTURE DETAILS?

- **Arrival** on site from midday on Tuesday 10th August
- **First meeting** will be in the evening on Tuesday 10th August
- **Final evening session** will be on Saturday 14th August
- **Everyone must be off site** by midday on Sunday 15th August

I CAN'T DRIVE, HOW ELSE CAN I GET TO SITE?

Peterborough train station is a bus ride away from the site. A timetable will be published on the website shortly before the event and will be included in the Site Arrival Information.

WHEN CAN I SEE THE FULL PROGRAMME AND WHO IS INVOLVED?

The full programme will be released in 2021. We will start to announce the speakers and content over the next few months.

WHAT'S THE RECOMMENDED 'ADULT TO YOUNG PERSON' RATIO?

As a youth leader, you know your young people better than we do and will be aware of what a suitable number of leaders would be for a residential event. We would recommend 1 adult to every 6 young people as a minimum, however the needs of groups may require that ratio to be increased.

TICKETING INFORMATION

HOW DO I BOOK MY TICKETS?

[Click here to head to our Satellites booking system.](#) The system allows you to select the number of tickets of each type you'd like, input details, copy across lead bookers' details to save time and also allows you to select add-ons for your group including electric hookup, book a caravan space or space for your group's marquee.

HOW DO I SET UP A GROUP?

If you are looking to set up a group, select the "Group Leader" ticket category in the booking system. You will then have the option of setting up a group. From here the system will ask you for a group name and two passwords. The first password will be the one you'll send to your young people and other leaders to use to sign up. The second password will be the one you need to manage your group. Once you've set up your group, you'll receive an email with your unique link to forward to your young people. And voila – you have a group!

DO I NEED TO PAY FOR MY BOOKING STRAIGHT AWAY?

If you book a Satellites Early Bird ticket before the 31st October, you're able to either pay for the ticket in full or pay a £25 non-refundable deposit to secure the early bird rate. The remaining amount of £70 will then be payable by end of February 2021.

I DON'T HAVE ALL MY GROUP'S DETAILS, CAN I SAVE MY ORDER AND UPDATE AT A LATER DATE?

If you don't know all your group's details, the best course of action would be to set up a group. A group leader can set up a group and share the unique group link with their young people allowing them to book on independently but automatically be assigned to the right group.

HOW CAN I CHANGE A DETAIL ON MY BOOKING OR SWAP PEOPLE'S NAMES IN THE GROUP?

Once you make a booking on the system, you have an account to log in with as you'd like to pay balances, add more tickets, book add-on items or change details of anyone in your group. There will be a cut-off date closer to the event, after which time we'd need confirmed groups so that tickets and wristbands can be issued.

DO YOU OFFER A DAY PASS?

Day passes will be available from July 2021.

WHAT IS YOUR CANCELLATION POLICY?

Please see our Terms and Conditions on page 6 for our full cancellation policy.

I AM HAVING PROBLEMS WITH MY BOOKING, WHAT SHOULD I DO?

Should you experience problems with your booking, please email us at hello@wearesatellites.com and we will aim to come back to you as soon as possible.



CAMPSITE INFORMATION

WHERE WILL I BE CAMPING?

Camping will be allocated closer to the event. More details of this will be sent to group leaders who have booked on.

AM I ALLOWED TO BRING MY OWN MARQUEE OR GAZEBO?

Yes, but this needs to be booked (for free) during registration so we can allocate space for it.

WHAT SHOULD WE DO FOR CATERING?

You are welcome to cook food on your group camping pitch or make use of the variety of food vans and cafes we have on site. Please see the Group Leader info pack for more info on cooking at Satellites.

I DON'T HAVE ANY CAMPING EQUIPMENT, CAN I HIRE FROM YOU?

There will be a camping shop on site to buy spare equipment from but to avoid disappointment, we suggest planning ahead of time and trying to borrow the equipment you need in good time before the event.

CAN I BRING A CARAVAN/CAMPERVAN INTO THE SATELLITES CAMPSITE?

Yes absolutely, but space for this must be booked (for free) by a group leader during registration to ensure there is space for it. If you require power, this will have to be booked separately for a fee (again, during registration).

CAN I ORDER ELECTRICAL HOOK UP OR BRING A GENERATOR ON SITE?

Electrical hook ups can be booked during registration. No generators are allowed on site.

CAN I KEEP MY CAR NEXT TO MY TENT?

To make everyone's stay at Satellites as safe as possible, we do not allow cars to park next to your tents apart from caravans or campervans.

DO YOU OFFER ALTERNATIVE ACCOMMODATION?

We don't have any other alternative accommodation on site however there are a number of hotels and hostels around the site. Please see the accommodation link on the right hand side of the booking system for details of hotels in the area.

WHAT'S THE EARLIEST I CAN GET ON SITE TO SET UP?

The earliest arrivals will be Tuesday 10th August at midday.

CAN I GET FOOD DELIVERED TO THE SITE?

You are more than welcome to have food delivered to Satellites. All deliveries will arrive and unload at a central point on site and will need to be collected as soon as possible. Details of the collection point will be published in the run-up to the event.

CAN I HIRE A CARAVAN?

You can hire a caravan if you have booked space during registration. Deliveries of caravans will only be allowed on Tuesday 10th August and you must be on site for the delivery.

SAFEGUARDING AND CARE

WHAT IS YOUR SAFEGUARDING POLICY?

Please email us at hello@wearesatellites.com for a copy of our Safeguarding policy.

OTHER

IS THERE WI-FI ON SITE?

Wi-Fi will be available in some of the café venues onsite. Look out for more information as it's released in the coming months.

HOW DO I GET INVOLVED WITH THE TEAM?

All teams information will be on the Satellites website from 10th August 2020.

CAN I CHARGE MY PHONE?

There will be multiple charging points around the site in various venues and cafes. Electrical hookups are also available to book for your camping pitch.

AM I ALLOWED TO BRING MY PET?

Unfortunately, we do not allow our guests to bring pets on site. If you need to bring animals for assistive purposes, then please contact us.

WHAT TIME DO THE GATES CLOSE AT NIGHT?

Gates will be manned 24 hours a day for emergency purposes. Between the hours of 12 and 7am access to the site will be limited with ingress and egress only given in specific circumstances (illness, parents collecting a young person, etc).

ARE THERE ANY SHOPS NEAR BY?

Tesco Extra (with a Boots, Costa and a number of other high street shops) is a 10 minute drive from site (Serpentine Green Shopping Centre, Hampton, Peterborough, PE7 8BD). For the daily essentials there's a small Co-op (5 Orton Pkwy, Peterborough PE2 5TD) or a Tesco Express (62 Napier Pl, Wistow Way, Orton Wistow, Orton, Peterborough PE2 6XN) a 5 minute drive from site.



TERMS AND CONDITIONS

I. GENERAL

1.1. 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.

1.2. 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).

1.3. 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.

1.4. All attendees of the event (young people, leaders, team members) must agree to adhere to the Site Rules which will be made available by 10th August 2020 It is the Group Leader's responsibility to communicate these with all members of the 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@youthscape.co.uk to confirm spaces.

2.2. Electrical hook-ups are available to book subject to availability. They will not be available to book after Monday 12th July. Any bookings made after this date will not be eligible to book pitches with electrical hook-ups.

2.3. It is the Group Leader's responsibility to ensure any change of contact details are communicated to the Satellite's team. All communications will be sent via email therefore it is essential to provide a current, valid email address when registering.

2.4. Day passes will be available online from July 2021 and on the gate subject to availability.

2.5. Wristbands will be available for collection on arrival at Satellites Festival 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 the Site Office.

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@youthscape.co.uk 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@youthscape.co.uk 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)

4.4. Should Satellites Festival be cancelled due to unforeseen circumstances, ticket holders will be offered a refund. 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. 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.

5.2. A successful team place is subject to references and a clear DBS check (if the role requires). These must be completed and received by Youthscape prior to the event, they cannot be completed on site.

6. PHOTOS AND VIDEOS

6.1. Throughout the event, Youthscape accredited media team will be taking photographs and video footage. All delegates consent to their image being used by their attendance at the event. Images may be used in printed publications, websites and social media. Names will not appear in any published material in print or online.

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.



Youthscape



SATELLITES
SUMMER 2021

Youthscape

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youthscape.co.uk/satellites

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