

THE EVENT AGENCY



BOOKING TERMS & CONDITIONS

The terms below apply to bookings made with The Event Agency & Co.



CONFIRMED BOOKINGS ARE A FIRM COMMITMENT

Cancellation requests are considered at our discretion. Costs incurred because of a booking remain the customer's responsibility, unless the package is resold or another arrangement is agreed in writing, subject to statutory rights.



BOOKING & PAYMENT

All bookings are subject to availability. Once a booking is accepted, an invoice and/or booking confirmation will be issued.

Unless otherwise agreed in writing, payment is required immediately upon issue of the invoice. Where a 14-day payment period has been specifically agreed, payment must be received within that period.

The issue of an invoice and/or booking confirmation confirms that the booking has been placed and that the customer accepts these Terms & Conditions. Where payment terms have been agreed, the customer remains responsible for the full booking value by the applicable deadline.



CUSTOMER CANCELLATION

Once confirmed, a booking represents a firm commitment by the customer. Any request to cancel will be considered at the sole discretion of The Event Agency & Co and does not automatically give rise to a refund or cancellation of the payment obligation.

Where we have, in good faith, committed to or purchased tickets, hospitality, venue capacity, accommodation, catering, entertainment or other services specifically as a result of the booking, the customer remains responsible for the resulting costs and charges.

Where we are able to resell the relevant package, tickets or services, we will consider the cancellation accordingly and may reduce or waive the amount otherwise payable, at our discretion. Any refund, credit or cancellation arrangement is considered case-by-case and is not guaranteed.



EVENT CHANGES

Event dates, times, venues and other details may change at the direction of organisers, governing bodies, broadcasters or venues. We will work with suppliers to provide the best available alternative.

We are not responsible for additional travel, accommodation, parking or similar costs outside your booking.



HOSPITALITY

Menus, guest speakers, entertainment, venues and other package elements are subject to availability and may change. We will aim to provide an experience of equal or greater value where a material change is necessary.

Specific tables, seats or locations are not guaranteed unless confirmed in writing.



TICKETS & GUEST DETAILS

Tickets may be supplied electronically, physically or through the event organiser and may be released shortly before the event. Customers must provide accurate guest details and keep tickets and passes secure.

Transfers and name changes are subject to the organiser's rules.



THIRD-PARTY PROVIDERS

Parts of a booking may be supplied by venues, event organisers, ticketing companies, caterers or other partners. Their own terms may also apply. We will take reasonable care in arranging services but cannot control matters outside our reasonable control.



GUEST CONDUCT

Guests must follow venue and event rules and behave responsibly. Entry may be refused, or a guest removed, for abusive, threatening, violent, discriminatory, unlawful or disruptive behaviour. No refund will normally be due in these circumstances.



EVENTS BEYOND OUR CONTROL

We are not liable for failure or delay caused by circumstances beyond our reasonable control, including extreme weather, strikes, natural disasters, government restrictions, security incidents, venue closure or event cancellation. Where possible, we will communicate available alternatives or refunds.



CONCERNS & COMPLAINTS

Please tell us about any issue as soon as possible so we have an opportunity to resolve it. Formal complaints should be made in writing as soon as reasonably practicable after the event.
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LIABILITY

We will provide our services with reasonable care and skill. Nothing in these terms excludes liability that cannot legally be excluded. We are not responsible for indirect or additional costs outside the booking except where the law requires otherwise.