



Live your Life workshops Booking terms and conditions

Please ensure that you read and understand this document before completing your booking.

Thank you for your interest in attending a Lymphoma Action Live your Life workshop. The terms and conditions for booking are outlined below.

All booking confirmations and key information will be sent to you by the Live your Life team via **email** directly or through our online booking provider (Eventbrite) unless you request confirmation by post. (If you do not receive an email confirmation please check your spam box). You will be emailed a survey to complete online approximately two weeks before the event. A reminder email will be sent to you 72 hours before the workshop is due to take place. Please ensure that your email is correct before confirming your event booking.

Please note: registration for the workshops *do not* include travel or accommodation. These arrangements will need to be made by the you and are not part of the workshop registration.

Cancellation policy

1. If you would like to cancel your registration, please click the cancellation link in your registration confirmation email. **If you are no longer able to attend a workshop it is important that you cancel your place**, so we can offer it to someone else. Although the workshops are free for you to attend, Lymphoma Action pays for the venue and catering, and this is charged on a per person basis. Where we are not able to fill your place, we will incur unnecessary costs.
2. Please note that Lymphoma Action cannot have any involvement with cancelling, amending or refunding accommodation or travel bookings you have arranged. You will need to seek advice from the original company(s) you made travel and/or accommodation arrangements with.
3. If Lymphoma Action are unable to deliver a workshop due to events outside of Lymphoma Action's reasonable control ('Force Majeure Event') we will not be liable or responsible for any failure to perform or delay in performance of any of our obligations under these terms and conditions that are caused by these events.

A force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes in particular (without limitation) the following: strikes or other industrial actions; civil commotion, riot, invasion, terrorist attack or threat; fire, storm flood or other natural disaster, impossibility of the use of railway, shipping, aircraft, motor transport or other means of public or private transport or delays in relation to such transport; or impossibility of the use of public or private telecommunication networks.

Our obligations under these terms and conditions are suspended for the period that the Force Majeure Event continues and provided that if the Force Majeure Event renders, in our opinion, the event not viable whether from a financial or logistical point of view then we may cancel or postpone the event.

4. Lymphoma Action reserves the right to postpone or cancel a workshop if there are insufficient people registered for the event. If we choose to postpone the event to another date you will be offered to switch your registration to this date. If the event is cancelled, Lymphoma Action will not be able to reimburse any costs to you for travel or accommodation you have incurred



Delegate code of conduct agreement

1. By registering to attend a Live your Life workshop you agree to abide by a code of conduct. Lymphoma Action events bring together people from a variety of different backgrounds, views and experiences. Please be respectful of other people at all times. Staff and other delegates have the right to be treated respectfully, and any offensive language or behaviour (including swearing, discriminatory, sexually explicit language or abusive, hostile or aggressive behaviour) will not be tolerated. Failure to comply with this code of conduct may result in your expulsion from the event.
2. You are responsible for all of your personal property that you bring to a workshop. You must keep your personal belongings with you at all times. Lymphoma Action accepts no liability for loss or damage to personal items. If you chose to leave any personal belongings unattended, you do so at your own risk. The safety and security of delegates is paramount and unattended items may cause security alerts. If you lose or leave any items at an event venue, please contact the venue direct regarding this. Once Lymphoma Action staff have left the venue we will not be able to help with returning lost items.
3. If you have any access or special requirements please let us know before making your booking. Lymphoma Action event venues are selected to comply with standard Equality Act accessibility wherever possible, but in some cases there may be restrictions to the venue.
4. If you have any dietary needs such as allergies or intolerances, please let us know at the time of booking. If you fail to do this we cannot cater to specific diets on the day of the event. Although we request venues/caterers to observe a pregnancy diet, we cannot guarantee that all food is appropriate for people who have neutropenia or who are at an increased risk of infection. Anyone who is neutropenic or at high risk of infection should consider whether attending an event at this time is appropriate for them.

If you have any questions please contact the Live your Life team on 01296 619 434 or liveyourlife@lymphoma-action.org.uk before completing your booking.