

TERMS AND CONDITIONS

Booking

- By making the booking, the group leader confirms that he/she is so authorised and that all group members agree to be bound by these Booking Conditions.
- The group leader is responsible for making all payments due to us.
- Once we receive your booking all correspondence will go to the group leader.

Payment

- We can only confirm your booking upon receipt of full payment.

Cancellation

- Should you or any member of your group need to cancel your/their place once it has been confirmed, the group leader must immediately advise us in writing.
- Should you cancel within 5 working days of the event you will forfeit all money paid.
- Should you cancel before 5 working days of the event you will not be entitled for a refund, rather we will credit the amount to you for use on a future event.

Liability

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- The action(s) of the person(s) affected or any member(s) of their group
- The action(s) of a third party not connected with Islamic Event UK and which were unforeseeable or unavoidable
- We cannot accept responsibility for any services which do not form part of our contract. This includes any additional services, activities or facilities which the venue agrees to provide for you where the services, activities or facilities are not advertised in our literature.

Complaints

- In the unlikely event that you have any reason to complain or experience any problems you must immediately inform us in writing, you must write to us within 28 days of the event giving your booking number and full details of your complaint.

Behaviour

- We expect all attendees to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your group behaves in such a way as to cause or be likely to cause upset or distress to any third party or damage to property, we are entitled, without prior notice, to ask you to leave the event. In this case no refunds will be given.

Medical Problems

- If you or any member of your group has any medical problem or disability which may affect you while taking part in the desired event, please tell us at the time of booking. If we feel it is unsafe for the person concerned to take part in the event due to their medical conditions we reserve the right to decline their booking, in such case a full refund will be given.