

Event Booking Terms and Conditions

How to book on events

Tickets for all events and activities must be booked (and paid for where there is a charge) online and in advance, unless otherwise stated.

You will receive confirmation of your booking by email. In the unlikely event that you do not receive these or if you have a query about your booking, please contact us on 0116 262 9968 between 9am and 4.30pm Monday to Friday.

Transfers, refunds and cancellations

While we endeavour to deliver the events as advertised there may inevitably be occasions where, due to low numbers, extreme weather conditions or other circumstances beyond our control, we need to cancel an event. On these occasions we will inform you at the earliest opportunity using the email address or telephone number supplied on booking and will offer an alternative or rescheduled event.

If an event is cancelled or rescheduled by us and you can no longer attend, you may request a full refund.

Many of our events rely on a minimum number of attendees, and it is important that we are notified of any cancellation as soon as possible. Written notice of cancellations up to 10 working days before an event can be refunded but in the first instance a transfer to an alternative event will be offered. Please note that Eventbrite will retain their booking fee when you receive the refund. After this period, a 100% cancellation charge will apply, and no refunds will be given. Failure to attend will be treated as late cancellation and no refund will be given.

If you are unable to attend an event, transfers to an equivalent event of the same ticket price are available at LRWT's discretion and are subject to event availability. If the equivalent event costs more than the original ticket price, you will be liable to pay the extra amount. Transfers need to be made at least 7 days before an event.

If an individual named on the booking form cannot attend, we will accept substitution of another attendee on the condition that written notification of the substitution has been received and authorised by us prior to the event date.

Events for families, children and young people

Adults can only book family events if they are accompanied by children. All children at our events and activities must be accompanied by an adult, unless stated otherwise. Mandatory adult to child ratios will vary per event; this information will be provided with your booking.

The behaviour of children and young people at events and activities is the responsibility of the accompanying adult and should your child be considered dangerous/disruptive during an event or activity you may be asked to leave. This will only be enforced should we believe there is a danger of injury to other attendees or staff/volunteers.

Adults attending regular children's activities run by Leicestershire and Rutland Wildlife Trust must adhere to our guidelines given at the time of booking.

We may use small ingestible resources and materials at our events and activities may not be suitable for children aged under 3. It is the accompanying adult's responsibility to supervise young children when these resources and materials are in use.

Dogs

Dogs are not allowed at events and activities (apart from trained assistance dogs).

Data protection and privacy

The contact details supplied will only be used for administrative purposes relating to the booking and requesting feedback on the event. Credit card details are not stored, and personal details will not be shared with third parties. We will only contact you about Leicestershire and Rutland Wildlife Trust news and events if you have opted to receive this information. Leicestershire and Rutland Wildlife Trust has a privacy policy which is available at the bottom of the main page of our website or here <https://www.lrwt.org.uk/policies>

Information and guidance on attending our events

Weather and what to wear

Events and activities will take place in all weather conditions unless considered unsafe. Please ensure that you dress appropriately for the weather - wear suitable clothing and footwear for the time of year and ensure adequate protection against the sun. Please bring your own drinks and any food needed for the event unless these are provided as part of the ticket.

Child Protection and supervision

All events and activities for young people, families and children will be led by a Leicestershire and Rutland Wildlife Trust staff member, contractor or trained key volunteer.

All Leicestershire and Rutland Wildlife Trust Education team staff and key volunteers have an enhanced DBS certificate and have undertaken safeguarding training. Leicestershire and Rutland Wildlife Trust has a Health & Safety policy and a Safeguarding policy available on request.

Health and Safety

Every effort is made to ensure you have a safe and enjoyable time, but please note that you attend events and activities at your own risk.

If you become ill within a couple of weeks of attending one of our events or activities and go to a doctor, please remember to let them know about your attendance at our event or activity.

A doctor will not automatically assume you have been in contact with ticks or water-borne pathogens or diseases, for example.

Leicestershire and Rutland Wildlife Trust Education team staff and key volunteers are trained in first aid.

Photography and filming

Photography and filming are usually taken at our events. If you would prefer not to be included, please let a member of the Leicestershire and Rutland Wildlife Trust (LRWT) team know on the day of the event.

A photography and filming statement will be displayed at each event as a reminder.

If you are taking photos or videos during the event, please be careful not to include any other people in them, unless they agree.

Accessibility

We are committed to ensuring that our events and activities are accessible to everyone. Please contact us on 0116 262 9968 between 9am – 4.30 pm Monday to Friday if you have any specific needs or requirements. Please note that many nature reserves have rough terrain where accessibility is limited, please do check this with the office before booking if you have any concerns.

Eventbrite and Bookwhen

We currently use third party booking systems to enable events to be booked. Both booking systems will have their own terms of service which you will need to agree to before making a booking.