

## **Terms and Conditions**

*Please read all of these terms and conditions.*

*As we accept your booking, you must read these terms and conditions to make sure that they contain everything you need to know and nothing you are unhappy with. If you have any queries, please call on 01143 451310 or email [www.northernprepsquad.uk](http://www.northernprepsquad.uk)*

### **AGREEMENT**

By booking an event with Northern Prep Squad you are agreeing to our terms and conditions please find below.

### **Application**

- A. These terms and conditions will apply to the purchase of the services by you (the customer)
- B. These are the terms and conditions on which we (Northern Prep Squad) sell all services to you. By booking our services, you agree to bound these terms and conditions. You can only purchase our services and agree to our contract if you are 18 and above.

### **Services**

- A. The main description of the specific services purchased can be found on our website ([www.northernprepsquad.uk](http://www.northernprepsquad.uk)) and any other advertisement produced by Northern Prep Squad.
- B. All events that appear on the website are subject to availability.
- C. We can make changes to the services which are necessary to comply with any applicable law or safety requirement. We will notify the purchaser of any changes made.

### **Customer responsibilities**

- A. You must cooperate with us in all matters relating to our services. You will provide us with all information required to perform the service.
- B. Failure to comply with the above is a customer default and could result in losing your event reservation.

### **Personal information**

- A. We retain and use all personal information strictly under the data protection policy for your event only..
- B. We will contact you via email with regards to your purchased event only. If you wish to receive more information with regards to other events you will have to manually sign up to our mailing list via the website.

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### **Basis of sale**

- A. When an order has been submitted through the website, we can reject it for any reason, although we will inform you of the reason without any delay.
- B. The order process is set out on the website. Each step allows you to check and amend any errors before submitting. It is your responsibility to check that you have used the order process correctly.
- C. You will then receive an email containing order confirmation followed by a ticket for the event purchased. You will then check that all the information is correct and inform us of any errors.
- D. You will need to bring the ticket with you to the event in order to be signed in with Northern Prep Squad.

### **Expectations**

- A. We expect all ticket holders to attend the event suitably dressed with clothes they can move in and practical footwear. If we do not see this compatibility you should be prepared to be asked to remove your shoes and socks, jewelry or anything else deemed unsafe for practice.
- B. Any personal belongings that are brought to events will be at owners risk, Northern Prep Squad does not hold responsibility for these items.
- C. Parents and guardians will not be able to sit in any workshop or masterclass events due to strict health and safety, child protection and safeguarding regulations although you may be invited in at the end of a masterclass to watch children showcase their day.
- D. We expect all participants to apply themselves in an appropriate manner by always being respectful to others.
- E. If there is a failure to comply with these expectations, Northern Prep Squad reserves the right to ask a person to leave the event with immediate action.
- F. If your young performer or anyone in their household/bubble show symptoms of Covid-19 we expect you to notify us as soon as possible and not attend the event.

### **Fees and payment**

- A. The fee of each event will be clearly set out on the website before and during purchase.
- B. Charges include VAT.
- C. You must pay by either submitting your credit or debit card details or through paypal with our secured website. We can only reserve your place at the event when payment is made in full immediately as we can not reserve tickets.

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### **Customer cancellation policy**

- A. If you wish to cancel your booking for an event with Northern Prep Squad more than one week prior to the event, you are entitled to a full refund by contacting Northern Prep Squad through email.
- B. If you cancel within the week of the event, you are entitled to a limited refund amount of 50% of the original ticket price.
- C. If you wish to cancel within 24 hours of the event or do not attend the event date you are not entitled to a refund as Northern Prep Squad would not be able to resell your ticket.

### **Suppliers cancelation rights**

- A. We (Northern Prep Squad) reserve the right to cancel an event due to any unforeseen circumstances, although we would notify you of this at the earliest of convenience.
- B. If Northern Prep Squad have to postpone an event due to Covid-19 then Northern Prep Squad will notify you as soon as possible and reschedule the event.
- C. If Northern Prep Squad was to fully cancel an event, all ticket holders would receive a full refund.
- D. If a masterclass visitor could not attend an event as advertised, Northern Prep Squad would do it's best to provide a similar facilitator for the event to still take place and would inform you of this change at earliest of convenience.

Updated: 08/09/2021