

EAST CHESHIRE HOSPICE – EVENT TERMS & CONDITIONS FOR STARLIGHT WALK 2026

Please read all sections carefully before completing your booking. By purchasing a ticket and/or attending the Event, you agree to these Terms and Conditions. Event specific risks or requirements will be detailed on the Event page, and Attendees are responsible for reviewing this information prior to attending. If you are registering other individuals, you confirm you have their permission to accept these Terms on their behalf.

1. DEFINITIONS

- “ECH” means East Cheshire Hospice, registered charity no. 515104.
- “Event” means the specific event organised by ECH that you are entering or attending.
- “Attendee” means any individual who purchases or holds a ticket for, registers for, or attends the Event. This term includes both Participants and Guests.
- “Participant” means an Attendee taking part in an activity element of the Event (e.g., walks, runs, physical challenges, workshops).
- “Guest” means an Attendee whose involvement is non-participatory (e.g., attending a lunch, gala, seated event, or audience-based experience).
- “Venue” means the location where the Event is held.
- “Entry Fee” means the fee paid to enter or attend the Event.
- “Entry Form” means the online registration or ticket purchase form.

2. BOOKINGS, TRANSFERS & PAYMENTS

2.1 All entries are non-refundable, except where required by UK consumer law or where ECH cancels the Event (see section 4).

2.2 Entries may be transferred to another individual up to 7 days before the Event. The new Attendee must complete their own registration form and ECH must be notified of the change.

2.3 Entries cannot be transferred to another ECH event.

2.4 The Entry Fee contributes to the cost of staging the Event and includes any items listed on the Event page.

2.5 All sponsorship or donations raised go directly to ECH and must not be used to cover personal costs.

2.6 Attendees will receive confirmation of their booking via email, unless otherwise stated.

3. PARTICIPATION REQUIREMENTS (where applicable)

3.1 Age Requirements: Children aged 17 and under must be accompanied by a responsible adult aged 18+ at all times.

3.2 Fitness & Medical Conditions: Participants must ensure they are physically and mentally fit to take part in any activity element of the Event. Do not participate if unwell or advised against by a medical professional.

3.3 Accessibility: The Event may not be suitable for wheelchairs, mobility scooters, or individuals with certain access needs unless stated otherwise. Accessibility information will be available on the Event page, and Attendees with access needs are encouraged to contact ECH in advance.

3.4 Insurance: Personal accident, travel, or property insurance is the responsibility of the Attendee.

3.5 Alcohol & Behaviour: No alcohol may be brought onto the Venue unless authorised. Anyone deemed intoxicated, disruptive, or unsafe may be refused entry or removed. Attendees must comply with all Venue licensing rules.

3.6 Clothing & Equipment: Participants must dress appropriately and comply with any safety equipment requirements.

3.7 Dogs, animals & assistance animals: Dogs are permitted at this Event. They must stay on a lead, be kept under control, and owners must clean up after them. Dogs banned under the Dangerous Dogs Act 1991 are not permitted. Accredited assistance dogs are welcome at all Events, regardless of pet restrictions. Attendees bringing assistance dogs are encouraged to notify ECH in advance so suitable arrangements can be made. Assistance dogs must remain under control at all times.

4. REFUNDS, CHANGES & CANCELLATIONS

4.1 ECH may alter the Event (including location, route, timing, or activities) if reasonably required.

4.2 If the Event changes significantly, Attendees may request a refund of the Entry Fee.

4.3 If ECH cancels the Event and it does not go ahead, Attendees are entitled to a full refund of the Entry Fee upon request.

4.4 Refunds do not include personal costs such as travel, parking, or accommodation.

4.5 If an Attendee cannot attend for any personal reason, the Entry Fee remains non-refundable.

4.6 ECH is not responsible for travel, accommodation, or other personal expenses.

5. SAFETY & CONDUCT

5.1 Attendees must follow all instructions from ECH staff, volunteers, marshals, Venue staff, and emergency services.

5.2 ECH may refuse entry or remove anyone whose behaviour is unsafe, inappropriate, illegal, or negatively impacts others.

5.3 ECH operates a zero-tolerance policy towards abusive, aggressive, discriminatory, harassing, or otherwise inappropriate behaviour towards its staff, volunteers, contractors, or other Attendees. Anyone engaging in such behaviour may be refused entry or removed from the Event without refund.

5.4 ECH is not responsible for any part of the Event missed due to late arrival. Entry after the scheduled start time may be restricted or not guaranteed.

5.5 Attendees consent to receiving basic first aid or emergency medical treatment if required.

5.6 Attendees with allergies or medical dietary needs are responsible for checking ingredient information and ensuring the suitability of food and drink provided.

5.7 Smoking and vaping are only permitted in designated areas, where applicable.

5.8 Prohibited items include, but are not limited to, weapons, illegal substances, fireworks, flares, glass bottles (unless permitted), and drones.

6. PERSONAL BELONGINGS & LOST PROPERTY

6.1 Personal belongings are brought at the Attendee's own risk.

6.2 ECH is not responsible for lost, stolen, or damaged items.

7. PHOTOGRAPHY, FILMING & MEDIA

7.1 ECH may photograph and film the Event for documentation and, where consent is given, for promotional use.

7.2 Clear signage will indicate when photography/filming is taking place.

7.3 Attendees may opt out at registration and will receive a visible indicator to avoid photography.

7.4 Children aged 17 and under may be photographed at the Event and images may be used on our website, social media or other promotional materials unless we are instructed otherwise. Parents or carers may opt out during registration or upon arrival. The child will be given a visible indicator to avoid photography.

7.5 ECH avoids publishing children's full names or personal details.

7.6 Third party media are responsible for their own policies and compliance.

7.7 Consent may be withdrawn at any time. ECH will stop future use of images and will attempt to remove existing content from ECH channels.

7.8 Images collected and used by ECH are personal data and will be processed in line with UK data protection law.

7.9 Attendees may take personal photographs but must respect others' privacy and adhere to any no-photography indicators.

8. DATA PROTECTION

8.1 ECH processes personal data in accordance with UK data protection law and our Privacy Policy – www.eastcheshirehospice.org.uk/privacy-policy

8.2 Data is used to manage Event attendance and communicate essential information.

8.3 ECH may contact Attendees about future events under consent or legitimate interest.

8.4 Data is only shared where legally required.

9. LIABILITY

9.1 Attendees take part in the Event at their own risk.

9.2 ECH is not responsible for loss of belongings, economic loss, or indirect losses.

9.3 Nothing excludes liability for death or personal injury caused by negligence.

10. COMPLAINTS

10.1 Concerns should be raised with ECH staff on the day.

10.2 Formal complaints must be submitted within 7 days of the Event. ECH will aim to respond within 14 days.

11. FORCE MAJEURE

ECH is not liable for delays or cancellations caused by events outside reasonable control.

12. GENERAL

12.1 These Terms are governed by the laws of England and Wales.

12.2 Any disputes fall under the exclusive jurisdiction of the English courts.

12.3 ECH may update these Terms periodically.