University of Leicester
Alumni Awards Dinner 2019
Event and Ticket Sale Terms and Conditions

1. Privacy
Your personal information (name, address, telephone number, email address) will be processed by the University of Leicester in order to administer this event.

2. Terms and Conditions
The terms and conditions outlined below are subject to regular reviews and updates and may be altered at any time.

3. All tickets are sold subject to availability and in line with the following Terms and Conditions. The Terms and Conditions should be read carefully prior to purchase. If you have any queries about them you should address these to the Alumni Engagement Team prior to purchase via alumni.awards@le.ac.uk, as purchase of tickets constitutes acceptance of these Terms and Conditions.

4. Age Restrictions
Those attending the Alumni Awards Dinner must be aged 18 or over. The Alumni Engagement Team reserves the right to request proof of age prior to and on your arrival at the event. If it is discovered you are under the age of 18 we reserve the right to cancel your ticket booking and any underage guests who arrive on the night will be unable to gain entry to the event.

5. Ticket Refunds
1. Tickets are only refundable if the event is cancelled, rescheduled or the location of the event is changed.
2. Personal arrangements including travel, subsistence, hospitality or accommodation relating to the event which have been arranged by you, are at your own risk. The University and the Alumni Engagement Team shall not be liable for any loss of enjoyment or wasted expenditure.

6. Event Rescheduled
If, for circumstances beyond the Alumni Engagement Teams control, the event is rescheduled to another date, your ticket(s) will still be valid. If you cannot make the rescheduled date, then as stated in Clause 4.1, you are entitled to a full refund.

7. Entry to the Event
1. Electronic or hard copy tickets will be sent either to the postal address or email address you provided on your booking form. Please ensure you bring this to the event as proof of purchase. If you do not present a ticket on arrival, and you are not on the Guest List, you will be unable to gain entry to the event.
2. It is your responsibility to inform the Alumni Engagement Team if you do not receive, or lose, your ticket so that another one can be issued to you in advance.
8. **Ticket Transfers**
   1. If you or one of your guests is no longer able to attend the event you may transfer the ticket, either to a fellow graduate of the University of Leicester or another individual. The person receiving the ticket needs to inform us of their contact details (i.e. post, email, telephone number(s)), as well as any dietary requirements. The individual transferring the ticket also needs to inform us they are doing so. If you are unable to transfer your ticket then Clause 5 will apply.
   2. Under no circumstances should you sell your ticket for more than the original ticket cost.
   3. These terms and conditions will still apply to the person receiving the ticket, and they must be made aware of these terms and conditions.

9. **Ticket Types**
   There are different tickets available to different guests including Early Bird Tickets, Standard Tickets and Loyalty Tickets all of which have varying prices. These are defined as follows:
   1. **The Early Bird Ticket Price** – Early Bird tickets are available for a limited time only and are only available until 5pm on Friday 4 January 2019. After this time the Standard Ticket price will apply outlined in Clause 9.2.
   2. **The Standard Ticket Price** – if you are purchasing a ticket after Early Bird ticket sales have ended on Friday 4 January 2019, the Standard Ticket Price of £95 will apply.
   3. **The Loyalty Ticket Price** – if you did attend the Alumni Dinner in either, or both 2016 and 2017 you are considered a Loyalty Member and the Loyalty Ticket Price of £90 will apply until ticket sales close as stated in Clause 9.4.
   4. All ticket sales must be concluded and processed 10 working days before the event, as final numbers for the event need to be confirmed and passed to the venue. After 5pm on Wednesday 6 March 2019 it is up to the discretion of the Alumni Engagement Team to decide whether further tickets can be sold.

10. **Table Discounts**
    Table discounts are available for guests with large groups attending the dinner and are subject to the following conditions:
    1. Table discounts will only apply to groups of 10. The discount will not apply to groups smaller than this.
    2. Groups that have more than 10 guests will be eligible for the table discount; however, guests will be split between tables depending on the total number of guests in the group.
    3. Bookings for table discounts must have a lead booker who pays the total price for a table booking; individual payments for table discount bookings cannot be accommodated.
11. Table Discount Prices
There are different Table Discount Prices available to guests, including Early Bird Table Discounts, Standard Table Discounts and Loyalty Table Discounts, all of which have varying prices. These are defined as follows:

1. **The Early Bird Table Discount Price** – if you have a group booking of 10 or more then you can purchase an Early Bird Table Discount, the Early Bird Table Discount Price of £810 will apply. Early Bird Table Discounts prices are available for a limited time only and are only available until 5pm on Friday 4 January 2019. After this time the Standard Table Discount Price will apply outlined in Clause 11.2.

2. **The Standard Table Discount Price** – if you are purchasing a table after Early Bird Table Discount Prices have ended on Friday 4 January, the Standard Table Discount Price of £855 will apply.

3. **The Loyalty Table Discount Price** – if you did attend the Alumni Dinner in either, or both 2016 and 2017 you are considered a Loyalty Member, the Loyalty Table Discount Price of £810 will apply until ticket sales close as stated in Clause 11.4.

4. All ticket sales can be processed until 10 working days before the event as final numbers for the event need to be confirmed and passed to the venue. After 5pm on Wednesday 6 March 2019 it is up to the discretion of the Alumni Engagement Team to decide whether further tickets can be sold.

12. Loyalty Prices
If the main ticket purchaser (i.e. the individual whose card details are used to purchase the tickets) or main booker for a table discount is a Loyalty Member the Loyalty price will apply to all the tickets purchased.

13. Special Access Requirements
If you have any special access requirements please discuss any such issues before purchasing the tickets with the Alumni Engagement Team by contacting alumni.awards@le.ac.uk

14. Dietary Requirements
It is the complete responsibility of each guest to ensure the Alumni Engagement Team are aware of any dietary requirements such as allergies, intolerances, as well as specific diets such as vegetarian or vegan requirements. All dietary requirements need to be received before Wednesday 6 March 2019. After this time the Alumni Engagement Team will endeavour to ensure that your requirements are met, however this cannot be guaranteed and will be at the discretion of the venue. Please send all dietary requirements to alumni.awards@le.ac.uk

15. Special Effects
If you have any concerns about any special effects (for example lighting, sound, audio-visual, photographic flashes or pyrotechnic effects) which may be featured at the Event, please discuss any such issues before purchasing the tickets with the Alumni Engagement Team by contacting alumni.awards@le.ac.uk

16. Changes to Details
It is your responsibility to inform the Alumni Engagement Team of any changes to the contact address, telephone number(s) or email address you provided in order to receive all necessary information regarding your booking.
17. Event Programme
Due to circumstances beyond its control, the University of Leicester reserves the right to make alterations to the published event programme but will inform all guests of any changes as soon as is reasonably possible.

18. Photography
Photographers employed by the University of Leicester will be in attendance at the event and will be taking photographs. If you do not wish to be photographed or have your photograph used in, but not limited to, University publications, marketing, social media platforms, our websites, as well as external websites, social media channels and other publications, it is your responsibility to inform the photographers. By allowing your photograph to be taken you are consenting to us using the photographs.

19. Seating and Table Location
1. The seating plan is decided by the Alumni Engagement Team. Every effort will be made to seat you with individuals you have requested to sit with, though in some circumstances it may be impossible to meet all such requests.
2. The Alumni Engagement Team will decide the layout of the room and where guests will be seated in terms of their table location within the Main Hall.
3. The maximum number of guests seated at a table is 10.

20. Code of Conduct
1. We reserve the right to remove you from the event, or refuse you entry if you:
   i. Behave in a way that adversely affects the enjoyment of other visitors
   ii. Use threatening, abusive or insulting language or behaviour, or in any way provoke a breach of the peace, or
   iii. appear to be under the influence of drugs
2. In the event that you or your behaviour causes damage to the Function Room or any part of the Venue where the event is taking place, whether accidental or intentional, we reserve the right to pass on any charges we receive to the individual(s) responsible.

21. Late Arrivals
If you are late arriving at the event then we reserve the right to deny you entry until a suitable break in the programme is reached.