

Special Events terms and conditions

Please read these terms and conditions before booking tickets to any of The Sick Children's Trust's [Special Events](#). By booking onto one of these events, you agree to be bound by these terms and conditions.

If you have any questions relating to your booking please contact the Special Events team:

specialevents@sickchildrenstrust.org

020 7283 4854

Event information

Full details of our events programme can be found on our website www.sickchildrenstrust.org and this will contain the most up to date details.

We reserve the right to make changes to the published programme of an event if necessary, e.g. timings and/or featured individuals if said featured individuals are no longer able to attend.

Booking

Online booking is available for most of our events and is the fastest way to secure your ticket(s). If the event is sold out online, please contact the Special Events team to add your name to the waiting list.

For all events in London you can also book tickets by calling our Special Events team who will take payment details to secure your ticket(s).

Tickets to all of our events either require a deposit or payment in full. This will be made clear at the time of booking on the booking form and/or online.

Your ticket(s) will not be confirmed until receipt of your booking and subsequent deposit or payment in full has been processed (this includes the purchase of any tables at our events). We reserve the right to release any unpaid ticket(s) 14 days prior to the event.

Payment method

Credit and debit card payments made online will be securely processed through PayPal. You do not need a PayPal account for your payment to be processed. Please see [PayPal's website](#) for separate terms and conditions regarding their services.

Alternatively, payment details can be taken over the phone and processed by the Special Events team.
Please do not send payment information via an email.

Acknowledging bookings

We are unable to acknowledge postal bookings unless a phone number or email address has been provided. Receipts will only be sent on request.

Online and telephone bookings will be acknowledged within 48 hours (Monday – Friday) and a receipt will be sent to the email address provided.

Joining instructions

Full event details including confirmation of timings and venues will be sent via email approximately one week prior to an event. You may be asked to bring this confirmation email to specific events, otherwise your name will appear on a guest list.

If you have not received the full event details one week prior to the event please contact our Special Events team.

If you have a disability or medical condition that requires additional arrangements to be made please notify us of your requirements by calling 020 7283 4854.

Refunds and cancellations

Failure to attend an event will result in the full cost being incurred. No refund shall be given.

We reserve the right to change the venue of an event and/or featured individuals from those described in the programme. You will not be entitled to a refund if you subsequently cancel your booking.

If we need to cancel an event for any reason a full refund will be issued within 4 weeks, usually via the original payment method, but we reserve the right to refund using an alternative method.

We shall not be liable to refund any fees incurred should the event be cancelled or postponed due to events outside of our reasonable control (an event of Force Majeure). This includes civil commotion, adverse weather conditions, natural disasters, industrial action and acts of government.

As a general rule refunds will only be made in exceptional circumstances and will be judged on a case by case basis. In these circumstances any deposits paid will not be refunded.

Photography and video

Photographs and videos taken at events may be included in our future publications, or on The Sick Children's Trust website and social media channels. If you do not wish to be included in photographs or videos please notify a member of staff at the relevant event. If you do not notify a member of staff, this will be taken as your permission to be included in photographs and videos.