

Keswick Weekend



**Keswick
Ministries**
HEARING BECOMING SERVING

Terms & Conditions

Event:

These terms and conditions apply to the Keswick Weekend ('the event') arranged by Keswick Ministries ('KM' or 'we' or 'our') due to take place between Friday 10 and Monday 13 April 2026 at the Pencil Factory ('the venue').

These terms and conditions apply to those who book for the event, and anyone named on your booking ('you' and 'your'). On completing a booking, you hereby agree to these terms and conditions.

Data Protection:

We collect certain data about you when you book for this event which is stored on secure servers. This may be within the United Kingdom or outside of Europe, where it could be viewed by our staff. By submitting your personal data, you agree to this.

We won't share your information with any other organisations for marketing, market research or commercial purposes. Your data will be used to keep you informed about this event.

Programme:

We will endeavour to provide the programme and speakers as advertised. However, we reserve the right to change the programme or to provide alternative speakers if necessary.

Bookings:

Payment is due at the point of booking. Failure to receive full payment will make your booking invalid.

It is your responsibility to check your booking data is correct. It is also your responsibility to inform KM of any changes to personal contact details including a current valid email address which is the preferred KM contact method.

The event pass does not include travel, meals or any accommodation. Arrangement of accommodation and catering is your own responsibility. KM will seek to facilitate provision of information about accommodation online but cannot be held liable for any problems encountered.

We have the right to cancel a booking prior to the event – or any individual with a group booking – if we believe it to be in our best interests to do so and, in such circumstances, will refund any payment made.

Adult tickets are transferrable up to two weeks before the event. Tickets for under 18s may only be transferred if there is space available in the age-appropriate group, as we have strictly limited spaces in each group. Transfer requests should be emailed to info@keswickministries.org.

Under 18s:

Children under 18 must be booked on to the event with, and be accompanied by, an adult aged 18 or over. Children will be allocated to the appropriate children's groups according to their age on 10 April 2026. When not signed into their formal groups, under 18s are the responsibility of their accompanied adult stated on the booking form.

There is no organised group provision or creche for children under 3 years of age. There will be a venue set aside with a TV relay, parents and carers of young children are very welcome to use this space. Parental supervision is required at all times.

Please do be mindful of noise when in main meetings or seminars to minimise disruption to other delegates. Please try to sit near an exit in case you need to leave mid-session. Please note pushchairs, car seats and prams are not allowed in the main meeting room.

Price:

The price of your event pass is the price applicable on the day your booking is received by KM. In the situation where our costs are increased outside of our control (such as an increase in the rate of VAT applicable to our booking) then KM may at its sole discretion invite you to contribute towards the increased cost(s).

Accessibility:

We are committed to making the event as accessible as possible. The venue site is accessed by paved footpaths. These are accessible for wheelchairs and other mobility devices.

The Pencil Factory building has two lifts. The larger lift will fit someone using a larger mobility scooter or give space for a standard power chair user to turn around. The smaller lift will fit a manual chair user or small power chair user and one other person but has no space to turn around.

Safeguarding:

If you, or a member of your party are subject to a safeguarding agreement with your church, you should contact the Keswick Ministries team on safeguarding@keswickministries.org before booking. Please read our full safeguarding policy for more details.

Changes to your booking:

Should you wish to make a change after your booking is confirmed please contact the Keswick Ministries team at info@keswickministries.org as soon as possible. Changes can be requested up to two weeks before the event (please note this does not include cancellation and may



depend on the nature of the request). KM reserves the right to charge a £5 administration fee for changes to your booking.

Cancellation by you:

To cancel your booking please contact the Keswick Ministries team on info@keswickministries.org as soon as possible. Cancellation will not take effect until written confirmation has been received by mail or email. If this is not received on or before 1 March 2026 no refund will be given.

If you cancel your booking, a cancellation charge will be applied. Cancellation charges increase nearer the time of the event; these charges are table below. We recommend that you take out appropriate insurance to cover you for the possibility that you are unable to attend the event.

For any refunds processed, KM has no liability for costs incurred by you beyond those of the event ticket fees.

Date Cancellation Received	Refund charges
Before 1 September 2025	25% of total booking price
1 September 2025 – 28 February 2026	50% of total booking price
From 1 March 2026	No refunds will be issued

Cancellation by us:

If unforeseen circumstances result in the cancellation of the event we will offer a refund of the cost of your event pass or offer alternative conference arrangements for you to accept or decline. We will not be able to take responsibility for any consequential costs (e.g. travel expenses, accommodation). The limit of our liability will be the amount you paid to Keswick Ministries.

We regret we cannot accept responsibility where the performance of our contract with you is prevented or affected by reason of circumstances which amount to 'force majeure'.

Circumstances amounting to 'force majeure' include any event which we could not, even with due care, foresee or avoid (e.g. flood, fire, storm or other extreme weather).

Complaints and Behaviour:

When you attend the event you and others at the venue have the right to enjoy the facilities provided and programme arranged, for which you have paid. If you are dissatisfied with any aspect of the event programme, in the first instance, please speak to reception. Any issues associated with your accommodation, food or travel to the event need to be taken up with the supplier directly.

Any specific comments must be brought directly to us during the event. If at the end of your stay you feel your complaint was not dealt with in a satisfactory manner, please contact the Keswick Ministries office no later than 28 days after the event.



Sexual harassment, or harassment of any kind will not be tolerated, and all complaints will be taken seriously. Appropriate support will be provided where needed.

If your behaviour is considered by KM to be unacceptable and affecting the enjoyment of others or the reputation of KM then you may be asked to leave the venue and any refund of costs paid to KM will be at our sole discretion.

If you cause any damage to the venue or to equipment owned or operated by KM or contractors, then you will be required to make financial recompense.

We cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) for any cause whatsoever other than in the case of proven negligence.

Insurance:

Keswick Ministries cannot be held responsible for your personal items (e.g. tablets, laptops and phones). You may therefore wish to take out your own personal insurance cover.

Your Vehicle:

Please note parking charges may apply at the venue and around Keswick. We cannot be held liable for any loss or damage caused to your vehicle during the conference.

Animals:

With the exception of guide, hearing, or registered assistance dogs, animals and pets are not allowed on the Pencil Factory site. Please bring the dog's 'Assistance Dog's (UK)' identification book (or the appropriate international equivalent) with you.

Photography & Video:

By attending the event you consent to your image being used for future publicity whether in print or online. If you have a strict requirement for your image not to be used please inform us in advance or at the start of the event. Whilst we will make every effort to ensure your wishes are met, we ask that you also take note of the positions of cameras at all times.

This includes under 18s. If you do not wish the child in your care to be photographed, you must submit a request in writing and notify the group leader.

Sponsors/Exhibitors:

External organisations may provide advertisements, exhibition stands or sponsorship. Any revenue is used to offset costs of this event. Keswick Ministries seeks to ensure these organisations are in agreement with our ethos and aims but is not responsible for the content of external websites or adverts.

Contact

For any questions please contact info@keswickministries.org.

