

Elysian Events and Venue Hire: Terms and Conditions



Our Approach

At Elysian, we aim to be fair, kind, respectful and transparent in all that we do. These Terms and Conditions are intended to provide clarity about how our events and services operate, what participants can expect from us, and what we ask in return. We will always seek to act reasonably, proportionately and in accordance with our values while ensuring the safety, wellbeing, sustainability and effective operation of our activities.

1. About Elysian Events

Elysian delivers a range of educational, recreational, community, wellbeing and professional activities. These may include workshops, courses, training programmes, conferences, farm and countryside experiences, holiday activities, family events, community projects, venue hire and other events or services.

Unless expressly stated otherwise, participation in an Elysian event does not create a childcare arrangement, educational placement, therapeutic service, healthcare service, regulated care provision or any other ongoing professional relationship.

Participants remain responsible for their own conduct, safety and wellbeing, and for any children or vulnerable persons attending with them, except where specific supervision arrangements have been agreed in advance.

2. Bookings and Registration

Bookings are subject to availability and are confirmed only when all registration requirements have been completed and any applicable fees have been paid. Some activities may have eligibility criteria, age restrictions, capacity limits or additional requirements. These will be communicated as part of the booking process.

Participants are responsible for ensuring that all information provided is accurate, complete and kept up to date. Elysian reserves the right to refuse, suspend or cancel a booking where it reasonably believes that:

- participation may not be safe or appropriate;
- required information has not been provided;
- fees remain unpaid;
- safeguarding, welfare or behavioural concerns arise;
- venue rules have not been followed; or
- these Terms and Conditions have been breached.

Any such decision will be made fairly, proportionately and with regard to the circumstances of the individual case.

3. Fees and Payments

Fees are payable at the rates published at the time of booking. Unless otherwise stated, full payment must be received before attendance or use of facilities is permitted. Certain activities may require deposits, staged payments or recurring subscriptions. Relevant arrangements will be communicated during booking.

Failure to make payment may result in cancellation of bookings, withdrawal of access or refusal of entry.

4. Cancellations by Participants

We understand that circumstances can change and aim to take a fair and reasonable approach wherever possible. Unless an event-specific policy states otherwise, the following will apply:

One-Off Events

- 28 days or more before the event: full refund, less any non-recoverable processing or booking costs.
- 14–27 days before the event: 50% refund.
- Less than 14 days before the event: no refund will normally be available.

Courses, Programmes and Multi-Session Activities

Where a participant withdraws before the activity begins, the above refund arrangements will normally apply.

Once a course, programme or term of sessions has commenced, refunds will not normally be available for unused sessions.

Memberships and Subscriptions

Membership fees and subscription payments are non-refundable unless otherwise required by law.

Venue Hire

Deposits are generally non-refundable once a booking has been confirmed and a date reserved. Additional payments may be refundable depending on the notice period given and whether Elysian is able to re-let the venue.

Bookings are generally non-transferable unless Elysian agrees otherwise in writing.

Where a waiting list exists and Elysian is able to fill a cancelled place, a greater refund may be offered at Elysian's discretion.

Nothing in these Terms affects any statutory consumer rights.

Approved refunds will normally be processed within 28 days.

5. Non-Attendance and Missed Sessions

Refunds, credits, transfers or replacement sessions are not normally available where attendance is missed due to:

- illness;
- holidays;
- transport difficulties;

- changes in personal circumstances;
- adverse travel conditions; or
- other matters outside Elysian's control.

Where reasonably practicable, Elysian may choose to offer alternative arrangements. Any such arrangement is discretionary and does not create a precedent or ongoing entitlement.

6. Changes, Postponement and Cancellation by Elysian

Elysian may make reasonable changes to:

- venues;
- schedules;
- timings;
- staffing arrangements;
- speakers, tutors or facilitators;
- activities; or
- programme content

where necessary for operational, educational, welfare, safety or regulatory reasons.

Elysian may cancel, postpone, suspend or modify activities where circumstances outside its reasonable control make delivery unsafe, impractical or unreasonably difficult.

Such circumstances may include, but are not limited to, the following:

- severe weather;
- illness outbreaks;
- public health restrictions;
- animal welfare concerns;
- utility failures;
- venue issues;
- transport disruption;
- staff shortages;
- acts of nature;
- industrial action; or
- other unforeseen events.

Where Elysian cancels an activity before it takes place, participants will normally be offered:

- a replacement activity;
- transfer to an alternative date;
- account credit; or
- a refund of fees paid.

Elysian shall not be liable for delays, interruptions, cancellations or failures arising from circumstances beyond its reasonable control.

Where liability arises, it shall normally be limited to the amount paid for the affected booking.

7. Health, Safety and Welfare

Participants must provide any information reasonably required to support safe participation, including relevant medical information, allergies, accessibility requirements or support needs.

For children's activities, parents or carers must provide emergency contact details and keep them up to date.

By attending an Elysian activity, participants authorise appropriately trained staff to administer first aid and, where necessary, seek medical assistance or contact emergency services.

Elysian will make reasonable efforts to contact emergency contacts as soon as practicable.

8. Inclusion and Accessibility

Elysian is committed to creating welcoming and inclusive environments. We will make reasonable adjustments wherever practicable and proportionate to do so. Participants are encouraged to discuss any accessibility, communication, medical or support requirements before attendance so that suitable arrangements can be considered.

Participation may occasionally be dependent upon Elysian being able to deliver activities safely and appropriately within the staffing levels, resources and facilities available.

9. Safeguarding

The safety and wellbeing of children, young people and vulnerable adults is a priority for Elysian.

Elysian reserves the right to take any action reasonably necessary to protect children, young people and vulnerable adults, including removing individuals from activities, refusing attendance, sharing information with relevant agencies or making referrals to appropriate authorities where safeguarding concerns arise.

Participants agree to comply with all safeguarding requirements, instructions and site rules.

10. Behaviour and Conduct

All participants, guests, hirers and visitors are expected to behave respectfully towards others, staff, volunteers, animals, facilities and property.

The following will not be tolerated:

- abusive, threatening or aggressive behaviour;
- bullying, harassment or discrimination;
- deliberate damage to property;
- dangerous or reckless conduct;
- possession or use of illegal substances;
- possession of offensive weapons;
- behaviour likely to compromise safety, welfare or enjoyment of others.

Elysian may refuse entry to, remove or exclude any individual whose behaviour is considered unsafe, inappropriate or disruptive.

No refund will normally be provided where exclusion results from a breach of these Terms.

11. Outdoor Activities and Inherent Risks

Many Elysian activities take place in real-world environments and may involve:

- countryside settings;
- farms;

- animals;
- tools and equipment;
- woodland;
- uneven ground;
- open water;
- changing weather conditions; and
- practical outdoor activities.

While Elysian takes reasonable steps to identify and manage foreseeable risks, participants acknowledge that some risks are inherent and cannot be eliminated entirely.

Participants agree to follow all instructions, safety procedures and signage.

12. Venue Hire

Where facilities or venues are hired, the hirer is responsible for:

- ensuring activities are conducted safely and lawfully;
- supervising guests and attendees;
- complying with venue rules and instructions;
- obtaining any licences, permissions or insurance required for their event;
- ensuring attendees behave appropriately; and
- leaving the venue in a clean and reasonable condition.

The hirer is responsible for the conduct of guests, contractors, performers and attendees connected with their booking.

Elysian reserves the right to recover the reasonable costs of repair, replacement, reinstatement, cleaning or waste removal arising from damage or misuse caused by the hirer or their attendees.

The hirer shall indemnify Elysian against losses, claims, liabilities or damages arising from the hirer's use of the venue, except where such losses result from Elysian's negligence.

Specific venue hire agreements may include additional conditions which shall take precedence where applicable.

13. Photography and Media

Photographs, video recordings and other media may be taken during events for safeguarding, operational, promotional or historical purposes. Where consent is required, Elysian will seek and record appropriate permissions.

Consent for promotional use may be withdrawn at any time by contacting Elysian, although this may not apply retrospectively to material already published.

14. Data Protection and Privacy

Elysian processes personal information in accordance with UK data protection legislation and its Privacy Notice.

Information may be processed for:

- event administration;
- safeguarding;
- health and safety;

- customer support;
- payment processing;
- service improvement; and
- legal or regulatory compliance.

15. Property and Personal Belongings

Personal belongings remain the responsibility of their owner. Elysian accepts no responsibility for loss, theft or damage to personal belongings unless caused by Elysian's negligence. Lost property may be retained for a reasonable period before being donated, recycled or disposed of.

16. Intellectual Property

All Elysian branding, resources, publications, training materials, photographs, programme content and intellectual property remain the property of Elysian unless otherwise agreed in writing. Such materials may not be reproduced, copied, distributed, adapted or used commercially without prior permission.

17. Liability

Elysian will exercise reasonable skill, care and professionalism in delivering its activities and services. Elysian shall not be liable for losses arising from:

- inaccurate information supplied by participants;
- failure to follow instructions or safety guidance;
- circumstances outside Elysian's reasonable control;
- personal belongings brought onto site; or
- risks inherent in outdoor, practical or community activities that cannot reasonably be eliminated.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights or any liability which cannot lawfully be excluded or limited.

18. Complaints

If you are dissatisfied with any aspect of an event or booking, please raise concerns as soon as possible so that we have an opportunity to resolve the matter. Formal complaints should be submitted in writing and will be investigated and responded to within a reasonable timeframe.

19. Changes to These Terms

Elysian may amend these Terms and Conditions from time to time to reflect legal, operational or organisational changes.

The current version will always be available on our website and will apply from the stated effective date.

20. Governing Law

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

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.