



theAscent Terms and Conditions

1. Our Details

Your contract will be with theAscent which is a ministry of CREW Trust (Registered Charity Number 277425) of St. Marys Chambers 59 Quarry Street, Guildford Surrey. GU1 3UA ("we","us" or "ours").

Contact details:

Email: admin@theascentuk.co.uk

2. Your Contract with Us

The following booking conditions, together with our privacy statement (www.theascentuk.co.uk/privacy), the booking form and any information that we send to you in regard to your booking, form the basis of your Contract with us ("your Contract").

In these booking conditions, "you" and "your" means the parent or guardian named on the booking form and warrants that they have the authority to make the booking.

3. Making a booking

When you make your booking you must complete the booking form online and make an initial payment (either a monthly or annual subscription option via the booking form), or bursary application submitted for consideration. Your booking is confirmed and a Contract exists between us when we issue a booking confirmation, which will confirm that your initial

payment has been made or that we have received your bursary application and we have received your booking application form..

4. Payments

You will be responsible for the payment of the annual fee for each year that your child is a participant in theAscent. TheAscent reserves the right to amend the annual fee from time to time.

Payments will be made either as 36 monthly payments or three annual payments. There will be no deduction in the annual fee payable if your child misses a residential weekend or any PoD session.

5. If you Cancel your Booking

5.1 - New Participants

You may cancel your booking at any time. For new participants, in the event of a cancellation more than 8 weeks before the first residential weekend, you will be entitled to a full refund less an administration fee of £10. In the event of cancellation less than 8 weeks prior to the first residential weekend, we are unable to refund the annual fee (due to theAscent's booking commitments with its residential partners and purchase of resources for the year). If you have opted to pay monthly, you will be liable for 12 monthly payments. You may wish to take out holiday insurance to cover cancellation due to unexpected circumstances. In the event of a cancellation less than 8 weeks before the first residential weekend, theAscent offers a free transfer of a booking to another participant, which is valid up till three days before the first residential weekend. We will notify you if we manage to fill your place with another participant at which point you will receive a refund for monies paid.

5.2 - Existing Participants

Current participants may cancel their place on theAscent at the end of each academic year (no later than 31 July). Any cancellation made earlier than this will be treated as being made on 31 July and you will be liable for the annual fee for the entire year.

6. If we are Forced to make a Change or Cancel a Booking

Occasionally we have to make changes or cancel your booking and we reserve the right to do so at any time. Most changes will be minor and will be advised at the earliest possible

date. If we make a major change to your booking, we will inform you as soon as reasonably possible, if there is time before your arrival, and we will:

1. offer you a suitable alternative;
2. if we are not able to offer you a suitable alternative (at our sole and absolute discretion) we will refund the money you have paid to us.

We will not be liable for any loss, damage, costs or other expenses you may incur as a result of your booking being changed or cancelled, or in terms of any other arrangements you have made with other providers under separate contracts.

7. Unavoidable and Extraordinary Circumstances

Except where otherwise expressly stated in these booking conditions we will not be liable for any damage, loss, costs or other expenses incurred by you - or pay you compensation - where the performance or prompt performance of our Contractual obligations to you are prevented, or affected by – or you otherwise suffer any damage, loss or expense of any nature – as a result of unavoidable and extraordinary events (Force Majeure Events).

Force Majeure Events are events that neither we nor the suppliers of any service(s) in question could, even with all due care, foresee or avoid. Force Majeure Events include, without limitation, war (whether actual or threatened), civil unrest, riot, strife, terrorist activity and/or its consequences or the threat of such activity, health risks, infectious disease, epidemics and pandemics and government measures to combat such outbreaks, riot, the act of any government or other national or local authority or the act of any airport, port or river authorities, unforeseeable technical problems with transport, airport, port or airspace closure restriction or congestion; flight or other travel restrictions imposed by any government, regulatory authority or other third party; industrial dispute, sanctions, lock closure, natural or nuclear disaster, fire, flood, adverse weather conditions, volcanic eruption, chemical or biological disaster and all similar events outside our or the concerned supplier's control.

8. Proselytising

theASCENT is committed to giving delegates freedom in what they choose to listen to and be influenced by. We will not tolerate proselytising at our events.

theASCENT understands proselytising to be:

Manipulative attitudes and practices that exploit people's needs, weaknesses or lack of education especially in situations of distress.

Comparing two communities by unevenly emphasising the achievements and ideals of one against the weaknesses and practical problems of the other.

Making unjust or uncharitable references to beliefs and practices and even ridiculing them.

Employing any kind of physical violence, moral compulsion and psychological pressure.

Using political, social or economic power as a means of winning new members for a religion.

Extending explicit or implicit offers of material inducements, education or health care or using financial resources with the intention of making converts.

9. Behaviour

The site rules for theASCENT process are available on our website

www.theascentuk.co.uk/parentinfo. theASCENT team is there to enforce these rules and may ask your child to change their behaviour, especially if they think there is a risk to other people. If your child does not comply with the site rules, theASCENT team may ask them to leave the site. In such cases, it will be your responsibility to facilitate transport, hence you must remain contactable throughout the weekends, and all other meetings. If your booking is cancelled due to your child's behaviour, you will still be responsible for the annual fee.

10. Website

We put as much information as we can on our website for guidance but we can't guarantee that the information is always accurate or up to date. The website and anything we describe on it may change without notice, including information about the process. We will not be liable for any damage or loss caused as a result of your doing, or not doing, anything as a result of using our website. We do not guarantee that the website will be compatible with all hardware and software which you may be using to access the site. We will not be liable for damage (e.g. computer viruses) to your computer or other property as the result of your use of this website. The website, its design, layout, look, appearance and graphics is our property. Because of copyright you may only download, print, or copy any part of the website for personal use. Although we will do our best to provide constant, uninterrupted access to theascentuk.co.uk, we do not guarantee this. We accept no responsibility or liability for any interruption or delay.

11. Data Protection

Our full Privacy Policy is available to view on our website (www.theascentuk.co.uk/privacy) together with details of how we process personal information in connection with you and your booking(s).

12. Photography

We regularly take photographs and videos for promotional purposes. By booking with us and, unless you tell us otherwise, you consent to us taking and using any such photographs or videos without charge (whether current or in the future). If you do not want your child to appear in any photographs and/or videos you can inform any member of team on arrival at the weekend or in writing by email to admin@theascentuk.co.uk

13. Variation

These booking conditions may be varied by us at any time and at our sole discretion. Any new booking conditions will be published on our website and will have immediate effect.

14. Law and Jurisdiction

Your booking is governed by English Law, and the jurisdiction of the English courts.