

Terms and conditions for events**1. Terms and conditions relating to national events and activities**

Trefoil provides many opportunities for members to attend events and activities. This document defines the terms and conditions which support booking on any of our nationally run holidays, gathering, conferences, activities, or events.

These terms and conditions relate to Trefoil organised events only. Members booking events or holidays with third party suppliers should ensure that they read and understand their specific terms and conditions.

Please read carefully *before* booking and remember that by booking, you agree to be bound by these terms and conditions.

2. Booking

The cost and booking process for any of our events or activities is published to members through **The Trefoil**, our website, email communications or flyers. The method of payment is normally through our secure online payment portal Sagepay. If payment by cheque is preferred, then contact the Trefoil office or refer to booking details.

2.1 Payment – Payment will normally be on application or split between deposit and full balance:

- **On application** – payments for tickets to events such as the annual meeting are classified as payment on application and are non-refundable.
- **Split payment** – some events or holidays require a deposit to secure your booking.
- **Deposits** – Unless stated otherwise, deposits are non-refundable.
- **Payment due dates** – The balance of payment due date will be made clear on booking. It is the members responsibility to make sure that payment is received on or before the due date. Failure to pay on the due date may result in the loss of the deposit and the place at the event.

2.2 Special requirements – If you have a disability, medical condition or specific dietary requirements, please notify us when making your booking. For some events or holidays a health declaration form may be required

2.3 Refunds – Once payment has been made refunds cannot be made *unless* that place can be transferred to another member who meets the eligibility criteria. This will be determined on a case-by-case basis.

2.4 Cancellations – Trefoil shall not be liable for the cancellation of an event, if caused by circumstances outside our reasonable control, such as a force majeure event; war, strike, riot, crime, epidemic, or sudden legal or government

change. Any refunds will be based on the individual circumstance and cannot be guaranteed to be made in full or in part.

In rare instances we may need to cancel your booking or event due to other lesser circumstances, including, but not limited to, situations where insufficient numbers have registered, illness of speakers or organisers. In these circumstances we shall refund your payment in full as soon as possible or offer you an alternative date for the event. Regretfully we have no liability for any other losses or costs which you may incur because of the cancellation.

2.5 Event pricing – Trefoil is a charity and does not set out to make a profit or loss from any event or activity it advertises. Any loss due to unforeseen circumstances will be managed by specific event insurance or The Trefoil Guild. Any profit accrued from the event will be utilised to progress the charitable aims of The Trefoil Guild.

3. Insurance – Trefoil provides insurance cover for members through Girlguiding's, [Personal Accident and Medical insurance](#) which covers members when they undertake a Girlguiding or Trefoil activity.

The policy provides benefits in the event of:

- death
- permanent total disablement
- loss of limbs
- temporary total disablement
- loss of sight and hearing

Girlguiding also has a [discretionary fund](#) for members to pay for certain expenses not covered by insurance policies. It covers expenses resulting from an accident or incident while taking part in guiding activities.

Insurance does not cover

- the loss or theft of any personal possessions, including money
- travel or holiday insurance and incidental expenses such as cancellation of events, or holidays, travel disruption, illness, etc.
- property, equipment, or money belonging to guilds, counties, countries, or regions
- prohibited activities –see the Girlguiding website for details

3.1 Members responsibilities

Members and those attending Trefoil events should ensure that the level of Girlguiding insurance provided is appropriate for the activities they are undertaking.

Members should take out additional cover, such as a travel insurance policy, household policy or separate cover to cover their specific needs.

4. Code of conduct for attendees, organisers, and other participants

Trefoil requires all event attendees, organisers, or other participants to conduct themselves safely, respectfully and in accordance with our legal requirements as a charity.

These include:

- Members adhering to the Trefoil Code of Conduct and Trefoil policies
- Compliance with the Gambling Commission and Charity Commission in respect to any fundraising activities, including but not limited to raffles, tombolas, or any kind of lottery.
- Not participating in any politically motivated activity, demonstrations or asking members to support a cause via a petition, voting or registers unless with the explicit consent of the national chair.
- Only taking photographs, recordings, or video in line with the Trefoil policy
 - Photographs may be taken at events in Trefoil publicity and marketing materials, including but not limited to **The Trefoil** and the Trefoil website. If attendees do not wish to be included in any photograph, please notify the Trefoil organisers before the event.
- All materials used must comply with copyright laws.
- All copyright and intellectual property rights in materials provided at events are the property of Trefoil, the organisers, or speakers. You are entitled to use materials only for your own personal use but cannot copy, use, or authorise others to use such materials for any commercial purposes except as permitted by law or with the consent of the owner.
- Not wearing any sashes, badges, or other similar identifiers without the permission of the organiser. This is for safety and security reasons to avoid confusion with official stewards, first aiders or other designated members.

5. Variation to terms and conditions

These terms and conditions will change over time to comply with recent technology, changes in laws and regulations and Trefoil policy.

If specific or different terms and conditions are required for a specific booking, then this will be made clear in the publicising and booking of the event.

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