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## Star Awards Terms and Conditions

### Online Ticket Orders

We will send you an order acknowledgement email confirming that your order has been received.

Places at the Awards are subject to availability and in order to attend, payment must be made in full by the due date.

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the website.

### Sponsorship Orders

We will send an order confirmation by email outlining the details of the agreement. Upon our receipt of written and/or signed acknowledgement of this confirmation, we will allocate the/those sponsored product/s to your company after which cancellation cannot be accepted. An invoice will then be raised and emailed showing the payment terms below.

### Ticket Payment Methods

We accept payment by credit or debit card through online booking or by transfer or cheque if an invoice is required.

Credit and debit card payments are securely processed by the Worldpay system. Alain Charles Publishing (Travel) Ltd does not store or have access to your credit or debit card details.

Worldpay is a global leader in payment processing technology and they operate reliable and secure proprietary technology platforms that enable merchants to accept a vast array of payment types, across multiple channels, anywhere in the world. For more information see: <http://www.worldpay.com/>

### Sponsorship Payment Methods

We will supply an invoice which will indicate that we accept payment by cheque or transfer. It will also contain our bank details.

### Payment Terms

Payment is required 30 days ahead of the Star Awards evening. However, if the invoice is dated within 30 days of the Awards date then payment is required by return. Please indicate your invoice number as a reference on all bank transfers, remittances and on any communications.

### Refunds

All tickets and sponsorships are non-refundable. Refunds are not available for non-attendance, tickets purchased in error or duplicates. However, ticket and sponsorship refunds will be given if the Awards are cancelled by Alain Charles Publishing (Travel) Ltd or if the evening is stopped whilst in progress if deemed too unsafe to continue due to circumstances beyond our control.

### Ticket Delivery

Tickets will be emailed 14 days prior to the Awards.

### General

All contracts will be made under English Law and under the jurisdiction of the English courts.

These Terms are incorporated into all dealings to the exclusion of all other terms including any terms and conditions which the client may purport to apply under any purchase order, confirmation of order or similar document. Any variation to these Terms shall be inapplicable unless agreed to in writing by Alain Charles Publishing (Travel) Ltd hereafter referred to as ACP (Travel).

The client undertakes to indemnify ACP (Travel) against all costs, claims, actions and demands arising from the distribution of material associated with the clients Sponsorship including but not limited to any claims of copyright, libel, trademark infringement or false or misleading claims and in doing so will assume liability for any claims made by any third party made against ACP (Travel) .

Any failure on the part of ACP (Travel) to publish correctly any material from correctly supplied material, to ACP (Travel)'s supplied specifications will be limited to the price paid to and actually received by ACP (Travel) for that portion of the agreement, and excludes consequential losses suffered by the client of any kind.