

Team Theo's Glow Run 2021

Cancellation & Refund Policy

This cancellation and refund policy serves as a contract between 'The Children's Hospital Charity' (TCHC), you and those under your booking as the Participant(s) as named on the Registration booking and having paid the Registration Fee.

1. Force Majeure

- (a) In force majeure type circumstances, TCHC shall not be liable for any delay or being prevented from performing its obligations of providing the services if such delay or prevention is caused by circumstances beyond its reasonable control; including, but not limited to: an act of God, flooding, abnormally inclement weather, terrorism, civil disturbance, military operation, epidemic, quarantine, accident, failure of power supply, railway cancellation or disruption, ferry cancellation or disruption, airline cancellation or disruption, strike, lockout, trade dispute, unwarranted withdrawal of any licence or permit by any competent authority, and any other events including emergencies and non-emergencies that could not have been reasonably foreseen by TCHC.
- (b) In such force majeure circumstances as described in clause 1(a), which results in an event change, in the first instance TCHC will aim to hold the event on a future date which the participant(s) will be given the option to attend with the participant(s) registration fee being transferable.
- (c) If the participant(s) are unable to attend the rearranged date or if a force majeure type circumstances results in the cancellation of the Event, TCHC is not obliged to refund the Registration Fee haven taken into account any sunk and non-recoverable costs that TCHC has incurred, or will incur.

2. Cancellation for personal reasons

- (a) If the participant(s) decides they would no longer like to take part or can no longer take part in the event due to personal reasons; TCHC is not obliged to refund the Registration Fee haven taken into account any sunk and non-recoverable costs that TCHC has incurred, or will incur.

3. Cancellation due to Covid-19

- (a) If the event must be cancelled due to any reason related to the COVID-19 pandemic restrictions set out by government or Sheffield City Council;
 - (i) If possible, TCHC will aim to hold the event on a future date which the participant(s) will be given the option to attend and the participant(s) registration fee transferred to the new date.
 - (ii) If the above isn't possible, TCHC will hold the event virtually as it did in 2020 and the participant(s) will be given the option to take part in this instead.
 - (iii) If the participant(s) cannot take part in the alternative events (mentioned above) then the participant(s) will be asked if they would be happy for TCHC to use the participant(s) registration fee as a donation. TCHC would be extremely grateful for this and would need this provided by the participant(s) in writing. If the participant(s) do choose to donate their registration fee, this is non-refundable.

- (iv) If the participant(s) cannot take part in the alternative events and would not like to donate their registration fee, then TCHC will offer a refund for their ticket(s) minus a 5% administrative fee. A refund can take 5-10 business days.

4. Sponsorship for any cancelled events

As sponsorship for the event was given without conditions then it can still be donated to the charity. As such, any sponsorship or fundraising the participant(s) have collected in relation to the event can still be donated to the charity.

However, TCHC do advise that participant(s) inform their donors of the event cancellation and reassure them that their sponsorship will still be donated to TCHC.