

The Hospice of St Francis St Albans Carol Concert 2026 – Terms and Conditions

By ticking the box online or purchasing tickets to the Carol Concert, you agree to the terms and conditions below.

- I understand that these terms and conditions apply to The Hospice of St Francis' Carol Concert, to be held on Sunday 6th December 2026, at St Albans Cathedral, Sumpter Yard, AL1 1BY.
- I understand that my ticket purchase helps raise money and supports the work of The Hospice of St Francis and is **non-refundable** and **non-transferable**.
- I understand that the Hospice reserves the right to amend these terms and conditions where reasonably necessary.
- I understand that The Hospice of St Francis will process my personal data for the purpose of my ticket purchase, and that they will never sell or swap my details with anyone. They will only hold my data for the purpose of communication for this event. For more information on what The Hospice does with data, please see the data protection policy at www.stfrancis.org.uk.
- I understand that tickets for the Carol Concert are purchased via tickettailor.com - a third-party ticketing platform acting on behalf of the event organiser. By completing a booking, the purchaser enters into a contract subject to both these event terms and the terms and conditions of the ticketing platform.
- The event organiser is not responsible for any additional booking fees, transaction fees or charges applied by the third-party provider. Refunds, cancellations and ticket transfers will be managed by the Hospice.
- I understand that all attendees, including children, must hold a valid ticket for the event to gain entry.
- I understand that the Hospice reserves the right to refuse entry to anyone unable to provide a valid ticket.
- I understand that tickets are to be collected on the day of the event at the Cathedral.
- I understand that wheelchair users, attendees with limited mobility and/or other disabilities are encouraged to contact the Hospice events team to purchase wheelchair seats at the event.
- I understand that tickets may not be resold for commercial gain without the prior written consent of the Hospice.
- I understand that the Hospice reserves the right to make reasonable changes to the event programme, performers, timings, or venue where necessary.
- I understand that The Hospice of St Francis cannot be held liable for any changes made to the event for safety reasons, or as otherwise planned, through circumstances beyond control; this includes indirect, punitive, special, incidental, or consequential losses connected with any aspect of this event.
- I understand that The Hospice of St Francis is not liable for any event of force majeure including, without limitation, act of God, war, insurrection, riot, explosion, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, pandemics, or similar matters.
- I understand that in the event of cancellation, for whatever reason, there will be no refund of tickets I have purchased. In this situation the Hospice will make any reasonable effort to find an alternative date, and your ticket will be transferred over, but this is not guaranteed.
- I understand that the Hospice of St Francis will not be held liable for any damage to personal property or material loss to myself or a third party.
- I understand that if I arrive late and miss the start time of the event, I may not be permitted entry to the concert.
- I understand that under no circumstances am I to bring or consume any alcohol or any other substance before the event.
- I understand that I must comply with all venue safety instructions and must follow directions from event and venue staff.
- I understand and give my permission for my image to be captured (camera and film) by The Hospice of St Francis. I understand that these images may be used indefinitely to promote the work of The Hospice of St Francis and its fundraising activities and that it is my responsibility to inform the Events Team at the event should I wish such images of myself, or of the people in my care, not to be used.