

Surrey Care Trust's A Christmas Carol Event 2025

Terms & Conditions

All tickets are sold subject to availability and according to the following Terms and Conditions.

Surrey Care Trust (referred to as "SCT") will deliver Dickens' A Christmas Carol (referred to as "the Event"). The Event will take place at St John's Church, Camphill Road, West Byfleet, Surrey, KT14 6EH on Thursday 18 December 2025.

These Terms and Conditions apply to the purchase of tickets directly from SCT

Tickets & Refunds

- All tickets are sold subject to availability.
- Payment is required at the time of booking to secure your ticket(s).
- Ticket confirmation will be sent by email and will act as your ticket for entry; no paper tickets will be issued.
- Please check your confirmation carefully and contact SCT immediately if there is an error.
- Tickets may not be resold or transferred for profit or commercial gain.
- Tickets are non-refundable, except in the event of cancellation by SCT.
- No refunds will be given to ticket holders refused entry or asked to leave the Event due to their own behaviour.
- Guests who are unable or choose not to attend are not eligible for a refund if the Event goes ahead as planned.

Event Changes & Cancellation

- SCT reserves the right to make changes to the published programme, timings, or venue.
- If the Event is cancelled, your booking will be transferred to another date (if applicable and available). If this is not possible, you will be offered a full refund.
- SCT cannot be held responsible for any travel, accommodation, or other costs incurred in relation to the Event.

Photography & Filming

- Photography and filming may take place at this Event.
- Images may be used by SCT for publicity, social media, and reporting purposes.
- If you do not wish your image to be used publicly, please email events@surreycaretrust.org.uk before the Event. We will ensure you are given a wristband on the night so our team and photographers can respect your wishes. This means you may still appear in photos taken on the night, but your image will not be used in SCT publicity.
- You can withdraw your consent for SCT to use photos, videos, or other media including your image at any time by emailing events@surreycaretrust.org.uk.

Behaviour & Safety

- Attendees must follow all venue rules and any instructions from SCT event staff.
- The Event is being held in a church. All attendees are expected to always behave respectfully and appropriately.

President Sir Adrian White CBE. DL. C.Sci. D.Univ. **Patrons** HM Lord Lieutenant of Surrey, Michael More-Molyneux, Sir Richard Stilgoe OBE DL, David Hypher OBE DL, Andrew Wates OBE DL, Dr Julie Llewelyn DL. **Chief Executive** John Downing.

Registered charity 285543.

Company limited by guarantee under number 01658859.

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- SCT reserves the right to refuse admission or remove individuals for safety or behavioural reasons, including those under the influence of alcohol or acting in a way that disrupts others' enjoyment of the Event.
- All guests are expected to behave respectfully towards others. Harassment, abuse, or any form of disruptive behaviour will result in removal from the Event.
- Attendees are responsible for their own belongings; SCT accepts no liability for lost or stolen property.
- Any damage caused to the venue or property may be charged to the responsible party.

Food & Drink

- Alcohol (wine) and non-alcoholic refreshments (including soft drinks) as well as mince pies will be available for purchase at the Event.
- Alcohol sales will be conducted in accordance with the Licensing Act 2003.
- Alcohol will only be served to individuals aged 18 or over; proof of age may be required.
- SCT reserves the right to refuse service to anyone who appears intoxicated or under the legal drinking age.
- Guests are not permitted to bring their own alcohol or food onto the premises.
- Except for refreshments provided by SCT, food and drink must not be consumed during the performance.

Accessibility

- Please notify SCT in advance of any accessibility requirements so that we can make reasonable adjustments where possible.
- As the Event is held in a church, some areas may have limited accessibility. Please contact events@surreycaretrust.org.uk before booking if you have any queries about access.

Children & Safeguarding

- The event is recommended for ages 12 and over.
- Under 16s must be accompanied by an adult.

Smoking & Vaping

- Smoking and vaping is not permitted anywhere on the church premises at any time.

Liability

- All attendees attend the Event at their own risk.
- SCT accepts no liability for personal injury, loss, or damage except where caused by negligence on the part of SCT or its staff.

Personal Data

- Surrey Care Trust will collect and use your personal data in line with our [Privacy Policy](#), which ensures that your data is protected and used responsibly.
- You can change your contact preferences or withdraw consent for communications at any time by contacting us at events@surreycaretrust.org.uk.

Raffle

- A raffle will be held at this Event to raise funds for SCT's charitable work.
- Raffles will be run in accordance with the Gambling Act 2005 and relevant fundraising regulations.
- Tickets will only be available for purchase by individuals aged 16 or over.
- All proceeds from the raffle go directly to supporting the work of SCT.

Animals

- Animals are not permitted at the Event, except for registered assistance dogs.
- If you are planning to attend with an assistance dog, we kindly ask that you notify SCT in advance by emailing events@surreycaretrust.org.uk, so that appropriate arrangements can be made.

Latecomers

- Every effort will be made to admit latecomers at a suitable break, but admission cannot be guaranteed once the performance has started.

Seating

- Seating is unreserved and will be allocated on a first-come, first-served basis.
- Reserved seating will be provided for performers and event contributors.
- If you require accessible seating or have specific mobility needs, please notify SCT in advance by emailing events@surreycaretrust.org.uk, and we will do our best to accommodate you.

Weather & Force Majeure

- In the event of extreme weather conditions or circumstances beyond SCT's reasonable control (including but not limited to Acts of God, power failure, or public safety concerns), SCT reserves the right to cancel or reschedule the Event.
- In such cases, refunds or transfers will be offered in line with the Event Changes & Cancellation section above.

Contact Information

- For any enquiries about this Event, including ticketing, accessibility, or general questions, please contact events@surreycaretrust.org.uk.