



SAINT MARY AND SAINT MARK'S COPTIC ORTHODOX CENTRE

Terms & Conditions for booking liturgy services during the COVID19 Pandemic

Who we are:

Saint Mary and Saint Mark's Coptic Orthodox Centre.

Audience:

Any one deemed a member of the congregation of Saint Mary and Saint Mark's Coptic Orthodox Centre.

Definitions:

1. Order: a booking transaction of one to two tickets.
2. Ticket: one ticket equals to one bench with a capacity of 1-4 persons
3. Event: liturgy service booking
4. Unique Code: 6 characters combined of letters and numbers, which will be used for booking.
5. Booking cycle: a given period where liturgy slots are released.

Booking:

1. You can ONLY register via Eventbrite. A link will be sent to you via church announcement WhatsApp groups.
2. Booking is based on FIRST COME FIRST SERVE.
3. The system will TIME-OUT AFTER 15 MINUTES. This is to make sure that a booking slot is not held for a long time.
4. You will ONLY be able to book one liturgy service within one booking cycle. A family or a single individual can only book once and attend once within one booking cycle. This is to ensure that every person/family has an equal chance of attendance. If you tried to book more than once within one booking cycle, your booking will be INVALID.
5. A UNIQUE CODE will be sent via text to every family or a single individual to do their booking. This code is fixed. You MUST use your unique code to book your preferred liturgy service.
6. You MUST NOT share your unique code with anyone. A unique code SHOULD NOT be used twice within one booking cycle.
7. Booking will be in the form of tickets. One ticket covers 1 to 4 persons. ONE TICKET MEANS ONE BENCH.
8. A single individual and families of 2 to 4 will only be allowed to book ONE ticket (one bench) in a given liturgy service within one booking cycle.
9. A family of 5 to 8 will only be allowed to book TWO tickets (two benches) in a given liturgy service within one booking cycle.
10. You must have an account to be able to use 'View Tickets' button located at the bottom of your website order confirmation.
11. You will be allowed to book until 24 hours before the liturgy service starting time.
12. You need to type your first name, surname and email address.
13. You will receive a notification after booking via Eventbrite to confirm your order.
14. You will also receive a confirmation email along with your ticket (pdf). If you didn't receive an email, this means your email was typed incorrectly.

Manage your booking:

1. To cancel or amend your booking, you need to register and have an account on Eventbrite.
2. ONLY IF YOU CANCELLED your booking, you will be allowed to use your unique code again to book within the same booking cycle. This is not considered a double booking.
3. You can use 'VIEW AND MANAGE YOUR ORDER ONLINE' at the bottom of your confirmation email to manage or edit your booking.
4. After cancellation, you will receive an email to confirm your cancellation.
5. You will be allowed to cancel or amend your order until 24 hours before the liturgy service starting time.

Eventbrite Mobile Application:

1. Eventbrite has a mobile application. You may wish to download it on your phone to facilitate your booking.
2. YOU WON'T BE ABLE TO CANCEL your booking using the mobile application. You can register via mobile app but to cancel your order, you must log in to the website using your account details.

Our Rights:

1. We have the right to cancel your booking if you do not abide by our terms and conditions.
2. We have the right to remove your unique code from Eventbrite booking system if you do not abide by our terms and conditions.

Your Rights:

1. You have the right to cancel your booking at any time.
2. You have the right to create an account on Eventbrite.
3. You have the right to delete your account and erase your data on Eventbrite at any time.
4. You have the right to ask us to erase your data at any time.
5. You have the right to contact the event organiser for technical queries.

Acknowledgements:

To finalise your booking, you MUST acknowledge the following:

1. Adherence to the guidelines.
2. The privacy notice of The Egyptian Christian Orthodox Association for The Midlands (shared previously on the church announcement groups).
3. Terms and conditions of Saint Mary and Saint Mark's Coptic Orthodox Centre (this document).
4. A confirmation that you and all members of your household will not come to church if any of you show any flu symptoms.
5. A confirmation that you and all members of your household will attend only once within one booking cycle.
6. The privacy notice of Eventbrite.
7. Terms and conditions of Eventbrite.

Contact:

For any administration or technical queries, you can contact the event organiser by using 'CONTACT THE ORGANISER' at the bottom of your confirmation email.

MAY THE LORD BLESS YOU AND KEEP YOU ALL SAFE