

BISC Booking Procedure & Refund Policy

By booking a place on a BISC event you agree to abide by the terms and conditions set out below regarding the BISC booking procedure and refund policy. BISC events are very popular, so we recommend that you book EARLY for our events if you want to be sure of a place. Your booking is secured only when you pay for your ticket.

Booking a place on a BISC event

You can book for BISC trips and events in one of the following ways:

- a. **On line** at www.bisc.org.uk -we will send you an email to confirm your booking
- b. At **BISC**, in person, or over the telephone
- c. At **Globe Cafe**, Robusto Cafe Bar, 522 Filton Ave, on Monday evenings from 6.30pm-8.30pm during term time. See www.globecafe.org.uk for details

Booking Terms & Conditions

- a. To confirm your place, you must pay for your ticket within 7 days of booking, otherwise we reserve the right to offer your place to someone else.
- b. In the *last week before* the trip/event, tickets must be paid for at the time of booking.
- c. In the *last week before* the trip/event, any tickets previously reserved but not paid for, will become available and will be sold on a first come, first served basis.
- d. BISC may use photos taken during BISC events for publicity purposes, in newsletters, website, blogsite etc to further promote the work of BISC.

Payment & collection of ticket(s)

You can pay for and collect your ticket(s) at one of the following places:

- a. At **BISC**, Monday – Friday 1.00pm -5.00pm during term time.
- b. At **Globe Cafe**, Robusto Cafe Bar, 522 Filton Ave, on Monday evenings from 6.30-8.30pm during term time. See www.globecafe.org.uk for details

Coach Trip Information

For coach trips you need to be on time. The bus cannot wait if you are late.

The coach pick up points are at the following places :

- a. BISC –outside the front gate
- b. Gloucester Road / Zetland Road Junction, outside 'Threshers' Off Licence
- c. Filton Ave (outside Ebenezer Church/ Globe Café venue)
- d. UWE bus stop (Frenchay Campus)

At your pick up point, you need to have your ticket ready and must state your ticket number (shown in the top left hand corner) to the BISC rep as you board the coach. You may sit where you wish on the coach but we ask that you remain on the same coach (if there are more than one) as often groups for guided tours will be determined by ticket number.

Evening events at the BISC Centre

- a. Entry is by ticket only
- b. BISC has a maximum capacity for health and safety reasons
- c. On occasions, tickets will be sold on the door until all tickets are sold
- d. If you turn up without a ticket if we can accommodate you we will, if we are full you may be denied entry, due to health & safety reasons, therefore we recommend you book and pay for a ticket in advance.

Refund Policy

- a. Refunds are at the discretion of the Coordinator
- b. No refunds will usually be given in the week before an event, or after an event
- c. BISC is a non-profit making organisation