



Umbrella Events – Terms and Conditions

1. All Umbrella events must be submitted online before **Friday 14 April 2017**. Any form received after this date will not be listed in the brochure. All sections of the form must be completed and the event description must adhere to the 20 word limit. The Festival reserves the right to have the final decision on the inclusion of any event in the brochure, and to editing entries as required to fit the space available.
2. A Feedback Questionnaire will be emailed to you which will ask you questions about your audience i.e. numbers, venue capacity, number of performers etc at the end of the Festival. **It is imperative to your participation in the Festival that you complete and return this questionnaire by the deadline of Friday 17 November 2017 to assist in full evaluation of the Festival.** Failure to do so will result in any future applications to the Festival being declined.
3. Please do not submit the form until the venue is booked, and the event is planned. Entries in the brochure will be based solely on the information provided on the application form. Please inform the Festival Office as soon as possible if there are any changes to the publicised details. Amendments can be made on the Festival website, however, once the form is submitted, **any amendments or cancellations may be subject to an administration charge of £60 + VAT per amendment/cancellation.**
4. Umbrella events are NOT covered under the Festival's public liability insurance. It is recommended that public liability insurance be taken out to cover your event; however, please check with your venue as this may already be in place.
5. Organisers are responsible for their own events. You should ensure that:
 - A high level of customer care is provided at all times
 - Adequate stewarding/staffing of the event is provided
 - The venue is a safe and suitable location for that event
6. Canterbury Festival cannot accept responsibility for the event or any loss, damage or injury that may occur.
7. Due to space restrictions in the Festival brochure, event organisers with more than one event to advertise should expect a more basic brochure listing with direction to full details available online at www.canterburyfestival.co.uk and links to individual websites if applicable.
8. Canterbury Festival does not provide a Box Office service; should one be required there are a number of online services available, or for a physical box office provider, the Festival can recommend going directly to Canterbury Ticket Shop, managed by the Marlowe Theatre.
9. Please ensure that the publicised method of booking (e.g. email or phone) is available consistently and that all booking enquiries are handled in a timely manner. If you have indicated that tickets will be sold by the venue, you must check this in advance with the venue manager.
10. Any Umbrella organisation wishing to use venues owned by The King's School or The Dean and Chapter of Canterbury **MUST** enquire into their availability through the Festival Office. The Festival is not responsible for technical costs or any other expenses incurred. Technical requirements should be negotiated directly with the King's School or The Dean and Chapter once the Festival has approved the venue booking.
11. Any additional promotional material that you print for your event **MUST** have the high-resolution Canterbury Festival logo on it which will be sent to you once your event is confirmed. Umbrella Event organisers are encouraged to collect and distribute to their network a number of Festival brochures. This is a mutually beneficial arrangement to encourage attendance across the full programme of Festival events. You are asked on the application form to confirm that you will be collecting the brochures from the **Festival Office, 8 Orange Street, Canterbury, CT1 2JA** if your event is confirmed.
12. Umbrella organisers agree to receive enquiries directly from customers should the Festival Office be unable to deal with the enquiry.
13. The Festival may provide limited local press coverage of umbrella events at its discretion. Organisers are of course welcome to pursue individual press interest.