

## Terms & Conditions for Rossendale Light up a Life Appeal

1. There is a limited stock of Christmas Wreaths and dedications must be received before Wednesday 25<sup>th</sup> November 2020 to take advantage of the period in which the dedications will be in place on lampposts.
2. Light up a Life dedications will be included in the virtual candle lit visual, if received before 10am on Monday 7<sup>th</sup> December 2020.
3. All the information provided through your booking will be used as printed on the booking forms. It is your responsibility to ensure the information you provide is correct.
4. By purchasing Christmas Wreath(s) you are instructing Rossendale Hospice to provide an authorised 'Wreath', within an area of Rossendale, featuring your loved ones name(s).
5. Rossendale Hospice will only use the information you have provided to avoid any errors, however in the event that an error has occurred as a fault of Rossendale Hospice, an exchange will be provided in the first instance. Refunds will only be given if we are unable to provide an exchange.
6. Upon booking, you will be asked which area of Rossendale you would like to see your Christmas Wreath feature and what street (if applicable). Only the streets permitted by Lancashire County Council will be used. You are also NOT permitted to move the Christmas Wreath at any time and by doing so may result in the event being cancelled.
7. This activity is authorised by Lancashire County Council for the Christmas Wreaths to be in place from 1<sup>st</sup> December until 4<sup>th</sup> January 2021 and only placed on authorised streets and lampposts. Any Christmas Wreaths placed outside of these limitations will be removed immediately. It is in the interest of Rossendale Hospice and our supporters to keep in line with these terms and conditions as not doing so could jeopardise the future of this activity and result in removing a source of fundraising for the hospice.
8. Due to the nature of this activity, wreaths are subject to a high level of exposure including but not limited to extreme weather, damage, vandalism and other unexpected incidents. Rossendale Hospice installs each wreath and secures them at a suitable height to limit its exposure to these elements; however, Rossendale Hospice cannot accept responsibility to damage outside of its control.
9. All wreaths are numbered and accounted for during the installation process. Volunteers record the wreaths once in situ. Rossendale Hospice is not responsible for Christmas wreaths that go missing but will provide a replacement, if stocks allow, at the cost of £5 per wreath.
10. After the event, it is not possible for Rossendale Hospice to return your wreath(s) to you due to the uncleanliness after being exposed to the outdoor elements. All Wreaths will be discarded and recycled where possible.
11. By dedicating a wreath and taking part in the Light up a Life Appeal, you are authorising Rossendale Hospice to take photos of your wreath which may be used in marketing and publicity materials.

12. Rossendale Hospice would like to keep you informed about our work and future events, which may be of interest to you. If you do not wish to receive communications unrelated to this event, inform us of this preference when booking.