

Last updated: (31 August 2022)

Please read the Event Cancellation Policy, (“the policy”, “Event Cancellation Policy”) carefully before applying to take part in or entering into a product or services agreement for the Spring Fling Open Studios event (“the event”, “SFOP”) operated by Upland Arts Development CIC (us”, “we”, or “our”).

1. Accepting Events Cancellation Policy

Your partnership with and/or participation in the event is conditional on your acceptance of and compliance with the policy. The policy applies to all event participants, visitors, users, service/goods suppliers and others who access or use the event. This policy will be used in conjunction with any specific Terms and Conditions of Participation, service agreements or contracts.

By taking part and/or entering into contract with us you agree to be bound by this policy.

2. Decision Making Framework

Due to the COVID-19 pandemic, Upland adopted three core conditions in February 2021 against which we measure all aspects of our programming, partnership working and contracting. Is the activity, goods and services safe, legal and are they in the best interests of the Organisation and its Members?

- **Safe** is determined by public health guidance as well as our normal duty of care to you and to staff
- **Legal** relates to both pre-existing legislation (e.g. Health & Safety) and any new legislation that is introduced to respond to the COVID-19 pandemic. This particularly relates to travel restrictions, essential work, access to buildings/private dwellings etc.
- **Best Interests of Upland, its Staff and Members** refers to what is realistic, practical and desirable. The constraints on physical resources/materials/services and the unpredictability of any future lockdown procedures might mean adapting projects to respond to the pandemic whilst still meeting the needs of our members and supporting staff. The organisation and staff wellbeing will always take a priority so we can continue to serve our membership and communities.

Upland reserves the right to adapt existing agreements in line with this decision making framework. This includes but is not limited to changing the date of proposed activity, extending project durations and/or payment schedules.

3. Cancellation/Postponement

If an agreement has been entered into and/ or a place in the event has been offered, there is no foreseeable reason for the Event to be cancelled. That being said, should a reason force us to consider cancellation (it is not safe, legal or in the best interests of Upland and Upland Members), the following measures will be implemented:

Until we can determine how best to proceed in terms of postponement or cancellation, all elements of event delivery will be halted, this includes payments. If we cannot postpone, the event will be cancelled.

Please refer to the Terms & Conditions, contract for services or partnership agreement for more information.

4. Refunds

Participating Artists and Makers:

Once your place in the Event has been confirmed and payment received, Upland is not in the position to offer refunds. This is due to the fact that the funds will be committed to all other Spring Fling contracts, for example marketing, website, brochures and staff time. Participants paying fees do so in the understanding that fees cannot be refunded in the event of cancellation or changes to the event. Participants are encouraged to have their own event insurance to cover their participation in the event.

5. Your Privacy

We know your personal information is important to you, so it's important to us. Our Privacy Policy details how your information is used when you use our Services.

By taking part in the event or entering an agreement with us, you're also agreeing that we can process your information in the ways set out in the policy. This policy can be found [here](#).

6. Contact Us

If you have any questions about this policy, please contact Joanna Jones, Assistant Director, Upland: joanna@weareupland.com