

Events Cancellation and Refund Policy

We understand that plans can change, and we aim to be as flexible and fair as possible while ensuring the smooth running of our events and activities.

Cancelling Your Place

If you can no longer attend an event you've booked, please let us know as soon as possible by contacting us at info@lancswt.org.uk.

- **Cancellations made more than 7 days before the event**
You will receive a full refund or the option to transfer to another available event.
- **Cancellations made within 7 days of the event**
We regret that we cannot offer refunds unless there are exceptional circumstances, which will be considered on a case-by-case basis.
- **Non-attendance without notice**
No refund or transfer will be given.

Event Cancellations by Us

Very occasionally, we may need to cancel or reschedule an event due to unforeseen circumstances such as extreme weather, low bookings, or staff illness.

- If we cancel an event, we will notify you as soon as possible using the contact details you provided.
- You will be offered a full refund or the opportunity to transfer your booking to another date or event.
- We are unable to reimburse any personal travel, accommodation or other costs incurred due to cancellation.

Event Transfers

If you'd like to transfer your booking to another available event, please contact us at least 7 days in advance. We will do our best to accommodate your request, this is subject to availability and non-guaranteed.

Ticketing

All event places must be booked in advance unless otherwise stated. Some events may be free but still require booking. Please check individual event listings for specific details.

Event Photography and Image Use Policy

We love to capture the magic of our events to help share the story of our work and inspire more people to connect with nature. This often includes taking photographs and videos of participants enjoying our events.

How We Use Images

Photographs or videos taken during our events may be used by Lancashire Wildlife Trust for:

- Sharing highlights of our events on social media, websites, and newsletters
- Promoting future events and activities
- Fundraising and awareness campaigns
- Reporting to funders or stakeholders

Images will always be used in a respectful and appropriate context that reflects the values of our organisation.

Consent at Events

We will always let you know when photography or filming is taking place:

- Signage will be displayed at events where images are being captured.
- Our staff or photographers will identify themselves clearly and can answer any questions.
- If you do not wish to be photographed or filmed, please speak to a member of the team on the day so we can respect your preferences.

For children and young people under 18, we require written consent from a parent or legal guardian before any identifiable images are used in our promotional materials. Written consent is stored in line with our GDPR policy which you can request a copy of by writing to us at info@lancswt.org.uk.

How We Store Images

Images are stored securely on Lancashire Wildlife Trust's internal file storage systems and/or approved cloud-based platforms with appropriate access restrictions in place. Only authorised staff members can access these files, and images are only retained for as long as they are needed for promotional or reporting purposes. After that, they are safely deleted in line with our data retention policy.

All image storage and handling complies with the UK General Data Protection Regulation (UK GDPR) and our own internal data protection protocols.

Requesting Removal

If you see an image of yourself or your child being used and you'd prefer we didn't use it, please contact us at info@lancswt.org.uk and we will remove it wherever possible.

For more information on how we handle personal data, please refer to our privacy policy, which can be found at www.lancswt.org.uk/privacy-statement

Photo and Video Data Retention Policy

At Lancashire Wildlife Trust, we take the protection of personal data seriously. This includes the photographs and videos we collect of people at events or through our engagement work. This policy outlines how long we keep images, the basis for our decisions, and how we ensure they are used and stored responsibly.

Purpose of Photo and Video Retention

Images and videos are used to:

- Promote our charitable work through websites, social media, printed materials, and reports
- Celebrate successes and document the impact of our events
- Report to funders and stakeholders
- Help us secure funding and income via grant applications and other charitable bodies.

Photographs and videos are considered personal data when individuals are identifiable. We treat them with the same level of care and accountability as other personal information.

Retention Period

Images and videos alongside written consent forms where applicable, will be retained for a maximum of 5 years from the date they were captured unless:

- A shorter retention period is appropriate (e.g. images taken for a specific one-off campaign or event)
- Consent is withdrawn (in which case we will remove the image promptly, where possible)
- There is a legal or contractual reason to retain them longer (e.g. in grant-funded reporting archives)

At the end of the retention period, images will be securely deleted in line with our GDPR policy.

Storage and Security

Images and videos alongside written consent where applicable are stored:

- On secure internal servers or approved cloud-based platforms
- With access limited to authorised staff only
- In line with our organisational IT security and data protection policies

Backups and duplicate files are managed carefully to ensure complete deletion when required.

Withdrawing Consent or Requesting Removal

Individuals can request to withdraw consent for the use of their image at any time. If you would like your image removed, please email us at info@lancswt.org.uk and we will do our best to action your request promptly.

Review

This policy is reviewed regularly and may be updated to reflect changes in guidance or legislation.

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