

# Members' Weekend

## Event terms and conditions

### Definitions and terminology

'Adult'	Defined as individuals aged 18 years and over.
'Application'	Relates to the form that must be completed to apply to attend.
'Attendees'	Defined as individuals listed on the event application form.
'Children and young people'	Defined as individuals aged 17 years and under.
'Event'	Used throughout as a reference to the Annual Members' Weekend event, whether in part or whole.
'Family member'	Defined as a parent/guardian of a child living with EB or sibling under the age of 18 living at the same address.
'Fees'	Any monies owed to DEBRA UK for the payment of attending and taking part in the event.
'Member'	Defined as someone who is a member of the EB community, has received confirmation of their DEBRA UK Membership and is considered a DEBRA UK Member.
'Suppliers'	Includes businesses DEBRA UK is working with to host the event and may include, but are not limited to, venues, entertainers, hotels, caterers and/or production companies.
'Venue'	Refers to the location of the event, which may be a hotel, resort, conference centre or other place offering meeting space and/or accommodation options.
'Saturday evening event'	Refers to welcome drinks, dinner dance, overnight accommodation, and breakfast on the Sunday

### Terms and Conditions of Booking

#### 1 About the event

The next event will take place Saturday 18 - Sunday 19 May 2024 at Drayton Manor Resort (hotel, theme park and zoo). The Saturday daytime event will take place on Saturday 18 May 2024 and is free of charge to all Members. The day will finish late afternoon.

Members are invited to attend the optional subsidised Saturday evening event and overnight stay for a fee of £40.00 per adult and/or the Sunday activity (additional charge of £10.00 per adult); both are subject to meeting the event's eligibility criteria.

A limited number of places are available for a Friday night stay. Priority is given to people who live over 150 miles from Drayton Manor, need substantial time for dressings changes or who have a lengthy journey by public transport. This year we will also consider applications outside of the criteria above if places are available. Please apply if you feel it would be beneficial to you.

For reasons beyond DEBRA UK's control, it may be necessary to change the content and timing of the programme or the speakers without notice. DEBRA UK accepts no liability in this respect. We will aim to keep all information up to date on [our website](#).

## 2 Eligibility

You must be a Member to attend the event. Visit [our website](#) to find out about becoming a Member and to complete a Membership Application form. For assistance you can contact the Membership Team on 01344 771961 (option 1) or email [membership@debra.org.uk](mailto:membership@debra.org.uk).

There are 3 event options, each of which have their own eligibility criteria:

### **Option 1: Saturday daytime event**

- All Members are welcome to attend this Saturday daytime event (subject to venue capacity).

### **Option 2: Saturday daytime + Saturday evening event (and overnight stay)**

- Due to reduced venue capacities and/or availability, the application must include at least one person living with EB.
- Each application may contain any number of people living with EB and up to two adults and any number of children and young people not living with EB at the same address. If you are a single applicant living with EB, you can bring up to two guests, including an extended family member, friend, carer (paid or unpaid) and/or companion who live at a different address.
- Only the individuals included on the event application form will be allowed to attend as part of your group.

### **Option 3: Saturday daytime + Saturday evening event/overnight stay + Sunday activity**

- The same criteria apply as outlined in Option 2.

Any event places offered outside of the eligibility criteria for any option will be made at DEBRA UK's discretion. Please contact the Membership Team on 01344 771961 (option 1) or email [membership@debra.org.uk](mailto:membership@debra.org.uk) to discuss any alternative requirements.

Note – If you would like to attend as a bereaved family of someone who had EB, please contact the membership team to discuss

### 3 Costs

#### **Option 1: Saturday daytime event (£0.00)**

- Entrance to the Saturday daytime event is free of charge to all Members. Pre-booking is essential to ensure your place is reserved as spaces are limited due to venue capacity.

#### **Option 2: Saturday daytime + Saturday evening event/ overnight stay (£40.00)**

- Entrance to the Saturday daytime event is free of charge to all Members. There is a non-refundable, one-time fee of £40.00 per adult in your group who wishes to attend any or all of the Saturday evening event/overnight stay, subject to meeting the eligibility criteria. Pre-booking is essential to ensure your place is reserved as spaces are limited places available.

#### **Option 3: Saturday daytime + Saturday evening event/overnight stay + Sunday activity (£50.00)**

- Entrance to the Saturday daytime event is free of charge to all Members. There is a non-refundable, one-time fee of £40.00 per adult who wishes to take part in the Saturday evening event/overnight stay and £10.00 one-time fee per adult for the Sunday activity, subject to meeting the eligibility criteria. Pre-booking is essential to ensure your place and ticket is reserved as there is limited availability.

### 4 Friday night stay

We are able to offer some rooms on Friday evening, with a meal and overnight stay (and breakfast on Saturday). We can accept applications from anyone who feels they would benefit from attending the Friday night. You will be asked to provide additional information on your application form.

After 2 February, or sooner if the event becomes full, we will review the applications. If we receive more applications than we can accommodate, names will be put forward to a panel of three from within Member Services, who will make a decision as to which applications are successful. Priority will be given to applicants who meet at least one of the following criteria:

- Live over 150 miles away from Drayton Manor resort, or
- Need substantial time for dressing changes, or
- Will have a difficult journey by public transport

There is a non-refundable, one-time fee of £40.00 per adult Member for contribution to the costs of the Friday night stay. This per adult charge is in addition to other fees charged for taking part in the Saturday event/s or Sunday activity.

## 5 Children and young people

Children and young people at this event are classified as individuals aged 17 years and under; they are welcome to attend but must be named individually on the application form. There is no fee for children and young people to attend the event, either in part or whole, if they are accompanied by an adult Member.

Parents/guardians have sole responsibility for their child(ren) or young person's safety and welfare. All children and young people must be accompanied by a responsible parent/guardian throughout the event.

## 6 Personal expenses

Attendees are responsible for their own costs, which may include (but are not limited to):

- travel,
- carers,
- childminding,
- spending money,
- room service,
- travel and cancellation insurance,
- additional drinks and food,
- extra purchases during travel,
- additional nights' accommodation for themselves, their families and carers, and
- other expenses not specified.

These costs will not be covered by DEBRA UK.

## 7 Carers, nursing care and EB medical supplies

### 7.1 Nursing care or carers

Carers and/or nursing care will not be provided by DEBRA UK. Attendees are responsible for arranging, booking and funding their own nursing care and/or their carer's attendance at (and costs for) this event if required.

Additional costs for carers may include (but are not limited to):

- travel,
- accommodation,
- spending money,
- other expenses not specified.

### 7.2 Medical equipment and supplies

DEBRA UK does not carry any dressings or medical supplies. Attendees are responsible for bringing everything they require to manage their EB whilst attending the event.

### 7.3 Disposal of dressings

To comply with health and safety requirements, attendees are responsible for disposing of these as instructed by the hotel. Details of what you need to do will be displayed on our event webpage, or you can speak to the hotel reception team.

### 7.4 Disposal of sharps

Attendees are responsible for storing sharps appropriately in the hotel room and taking these away for safe disposal.

## 8 Support from DEBRA UK

Member Services and the Community Support Team are available to help you prepare for the event. Contact us before applying for the weekend if you need assistance. For example, this could be for:

- Completing your online application form.
- Help with planning your journey.
- Discussing any financial constraints or payment plans required.
- Talking through what happens at the event and what to expect

## 9 Bookings

### 9.1 Applications

Event bookings are processed on receipt of a completed online application. We are no longer using paper application forms. You should only submit completed applications; partially completed applications will be rejected. All applications should be submitted to DEBRA UK by 2 February 2024. This deadline may be brought forward and/or close early if the event reaches the maximum numbers.

Each application should only include Members living at the same address, unless otherwise agreed in advanced by DEBRA UK; the option that the attendee(s) wish(es) to attend should be indicated on the application. Application details can be found on our website at [www.debra.org.uk/membersweekend](http://www.debra.org.uk/membersweekend).

If you need assistance with completing the application, contact the Membership Team on 01344 771961 (option 1) or email [membership@debra.org.uk](mailto:membership@debra.org.uk) for assistance.

### 9.2 Booking confirmation

A completed application does not guarantee your booking is confirmed. Applications undergo checks to make sure the eligibility criteria is met, and the application outcome (either confirmation or rejection) will be provided to you in writing (by email or post).

- If your application is successful, you will be sent details of how to make your payment to Drayton Manor (if applicable).
- If your application is unsuccessful, you will be sent an explanation for this decision, or added to a waitlist.

If you require a payment schedule or have a question about the outcome of your application, contact the Membership Team on 01344 771961 (option 1) or email [membership@debra.org.uk](mailto:membership@debra.org.uk).

### 9.3 Waiting list

Once the event is full, additional applications received will still be assessed for eligibility; applications meeting the eligibility criteria will be added to a waiting list. Should a place become available, you will be notified by the Membership Team.

### 9.4 Amends, cancellations, and no-shows

We require a minimum of 30 days' notice if you need to cancel or change your place(s) at the event. All cancellation and/or change requests to your booking must be provided to DEBRA UK in writing (by email or post). If you are changing dietary requirements, we cannot guarantee these after this time.

#### **For cancellations and changes within 30 days of the event:**

Attendees are responsible for cancelling accommodation with the hotel, who will arrange a refund and release your room for another guest(s).

#### **Where the minimum 30 days' notice of cancellation has not been given:**

If DEBRA UK can transfer your place(s)/ticket(s), you will be refunded any relevant fees paid.

If DEBRA UK cannot transfer your place(s)/ticket(s), your payment may not be refunded.

#### **No-shows:**

Fees paid for the Saturday evening event and/or Sunday activity will not be refunded if you are a no-show and do not attend the event without giving notice to DEBRA UK.

## 10 Accommodation

Standard accommodation as part of attending the event must be pre-booked by selecting the relevant option on the event application.

### 10.1 Room booking

Once DEBRA UK has confirmed your application has been successful, you will need to contact the hotel to book your accommodation (and any payment) within the given timescales.

### 10.2 Special room requests

The only requests that you can make to the hotel, subject to availability, are as follows:

- Accessible room.
- Twin room.
- Cots.

### 10.3 Additional bedrooms

DEBRA UK is not responsible for additional bedrooms that are required outside of the event eligibility. Additional bedrooms must be booked and paid for directly with the venue or any other hotel of your choice. If you choose to book independently, the venue will confirm the price of a night's stay at the time of booking. The price is subject to change by the hotel at any time prior to booking, and DEBRA UK cannot be held responsible for any price differences.

### 10.4 Bedroom arrangement

Drayton Manor will allocate you the most suitable room based on the available room options. Depending on your party's size and ages, sofa beds and/or foldout beds may be used, and double beds shared. You will not be advised of the type of room allocated to you until the day of arrival.

## 11 Food and dietary requirements

### 11.1 Dietary requirements and allergies

Dietary requirements and allergies must be provided to DEBRA UK on the event application form; Member Services must be notified of any changes to these before the event. At the event attendees are responsible for checking that the food offered is suitable for themselves and/or their child's needs, and should ask to see the allergy sheets before making any food choices.

## 11.2 Food offered

Apart from catering to the needs of attendees with dietary requirements or allergies, DEBRA UK will not offer any alternative food to that which is provided as part of the carefully preplanned event menus. These will be displayed in advance on the event webpage.

## 12 Theme park ride access passes

If you require a ride accessibility pass, you will need to [apply for this](#) at least seven working days before the event.

Drayton Manor Resort partners with Nimbus Disability, who are operators of [the access card scheme](#) and will process all essential companion tickets and easy access eligibility.

It is important to note that having a disability does not mean you will automatically receive this service.

## 13 Contact details

### 13.1 DEBRA UK

For further information on this event, contact the Membership Team on 01344 771961 (option 1) or email [membership@debra.org.uk](mailto:membership@debra.org.uk).

### 13.2 Venue

For further information about the event venue, visit the [Drayton Manor Resort website](#).

**DEBRA UK reserves the right to change these Terms and Conditions at any time by posting changes on our website. It is your responsibility to refer to these Terms and Conditions by visiting [www.debra.org.uk/membersweekend](http://www.debra.org.uk/membersweekend).**

**These Terms and Conditions apply to all attendees. The person applying for the event is responsible for ensuring anyone attending in their group is aware of the information these Terms and Conditions contain.**