

Terms and Conditions

As of 17.03.2022

Membership

In registering for and purchasing a ticket for HotaruCon you enter into an agreement with the committee of HotaruCon. The terms of the agreement are listed below.

General Conditions of Sale

Each order placed with HotaruCon shall be governed by the present General Conditions of Sales. Unless otherwise provided in the present General Conditions of Sales, they shall apply to the exclusion of all other conditions. Our General Conditions of Sales may be modified from time to time by posting a new dated version on this website. You are invited to read our General Conditions of Sales on a regular basis to be informed of these modifications. You will be subject to the General Conditions of Sale in force at the time you order from us, unless any change is required to be made to these by law or governmental authority (in which case it may apply to order previously placed by you). Tickets purchased for HotaruCon are only valid for the duration of the convention for the year they were purchased.

1.1 Prices and Payment

The prices payable for the items you order are those displayed on this Website at the date of payment, these are exclusive of delivery charges. Delivery charges do not apply to tickets or vendor table reservations as these are redeemed at HotaruCon. The price of the product and delivery charge, where applicable, displayed on the Website and confirmed in your order will be honoured. HotaruCon reserves the right to modify the prices of its products in the future at any time and without notice. The modifications of prices will not apply to orders of tickets already confirmed by HotaruCon.

In the unlikely event that the price shown at registration is wrong, and we discover this before accepting your order, we are not required to sell the ticket to you at the price shown. We always try to ensure that the prices on our website are accurate but occasionally genuine errors may occur. If we discover an error in the price of the products you have ordered, we will let you know as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it.

Each attendee may only have one ticket registered to their name. In the event that an individual creates a duplicate registration, the second registration will be cancelled and refunded.

Payment is securely processed by Stripe and at no point do we have access to your payment details. Stripe use automated tools to detect suspicious or fraudulent payments and we would recommend reviewing their [Privacy Center](#) to learn more about this. The details you provide are securely stored by our third-party CRM provider, Hubspot ([Privacy Policy](#)), for the purpose of permitting you access to the convention and for your own safety whilst at the event. You agree to

receive mandatory communications from us using HubSpot to facilitate your ticket purchase including your electronic ticket which we deliver to you using MailJet ([Privacy Policy](#)). Unless you have opted in above, you will **not** receive marketing communications from us.

1.2 Order Confirmation

Any orders placed by you will be treated as an offer to purchase the products from HotaruCon and we have the right to reject such offers at any time. You acknowledge that any automated acknowledgement of your order which you may received from us shall not amount to our acceptance of your offer to purchase products on the Website. The conclusion of a contact between you and HotaruCon will take place when we exchange your ticket for your membership badge.

The products sold on the Website are not for re-sale or distribution. We reserve the right to cancel orders and/or suspend accounts where we believe products are being ordered in breach of this provision. When you receive your registration or vendor confirmation you must check it as soon as possible to confirm the details are correct. HotaruCon reserves the right to refuse entry to those whose identification does not match what we have on file. We accept no liability where you provide incorrect details and fail to amend them before arrival at the event.

If you are unable to attend the event for any reason but still hold a valid ticket purchase for HotaruCon we will make sure you get your con badge and any additional items you've purchased to you after the event.

1.3. General Tickets Refunds Policy

To request a refund, you must contact Registration via the [Contact Us](#) portal on the Website. You must include your full name, contact details, badge name and ticket ID. All refunds are subject to a 5% processing fee. You are not obligated to disclose the reason for your refund request.

You can transfer your registration to another person by contacting us, but we may not be able to accommodate badge name changes close to the event. If you would rather cancel your membership, we are able to offer refunds on a timed basis. All refunds are subject to a 5% processing fee.

Otherwise, refunds are:

- At least 6 months before the event: 100% refund
- At least 3 months before the event: 50% refund
- At least 1 month before the event: 25% refund

If it's less than a month to the event, we can't offer a refund at this point.

Please be aware that HotaruCon can only refund your ticket purchased for HotaruCon. For refunds regarding travel or accommodation please speak to your respective provider.

Our Returns Policy does not affect your statutory rights. For more information about your other statutory rights, please visit the UK Government's website at: www.direct.gov.uk or contact Consumer Direct, the Government funded consumer advice service on 08454 04 05 06.

1.4 General Ticket Transfer

Tickets can be transferred to another person at the discretion of the HotaruCon committee. Please contact Registration via the [Contact Us](#) form stating the email address used to sign up for your ticket.

1.5 Registration Identification

HotaruCon required proof of identify and age for ticket redemption. By purchasing a ticket for HotaruCon you are agreeing that you will be 18 years old or older on the date of redemption of your ticket. You will not be able to redeem your ticket for your membership badge etc. if you are not 18 years old.

We accept passports, driving licenses (both provisional and full), pass cards, military ID cards, national ID cards and citizen cards. All ID must have a photo, signature, date of birth, be valid at the time of the convention and the name on the ID must match the details supplied at registration. If you have incorrectly entered your details at registration please [contact us](#) to resolve this before the convention.

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1.6 Vendors Refunds Policy

Vendor bookings and refunds are covered in the Vendor Terms and Conditions.

1.7. Membership Violations

Membership remains the property of HotaruCon and can be revoked should a member be found to be acting in a way that is to the detriment of others, the venue and HotaruCon.

If this is the case, then the membership will be removed and entry denied to the convention floor.

1.8 Cancellation, Rescheduling or Relocation of HotaruCon

In the event that HotaruCon is cancelled by us you will receive a full refund.

If for any reason HotaruCon is rescheduled or needs to relocate we'll get to work on letting you know about it. You will not need to do anything, your ticket will automatically be validated for the new dates and/or location. If you are unable to attend the new dates or new location, you will be offered a full refund.

1.9 Carer tickets

Should you require another person(s) as a carer then please contact Registration via the [Contact Us](#) portal and we can provide a complimentary ticket for them.

1.10 Animals

The Jurys Inn Milton Keynes does not permit animals on the premises with the exception of guide dogs.

Should you require a service animal then please contact jurysinmiltonkeynes@jurysinns.com or 01908 843700 to discuss individual situations.

1.11 Covid

Following on from recent events at similar conventions, we have chosen to adopt a Covid policy that is designed to be as inclusive as possible whilst ensuring the safety of our attendees, staff, dealers and artists.

Specifically:

- We encourage all attendees to be vaccinated where possible and to test with lateral flow tests when appropriate.
- **We will require attendees, staff, dealers and artists to show a valid Covid pass via the NHS app (or paper copy) or equivalent as part of registration.**
- We will limit panel rooms and events to an agreed capacity to ensure space between attendees and staff and this will be actively enforced. Whilst we understand this may cause disappointment for some, we appreciate you cooperating with us in ensuring that the venue remains safe for all.
- Rooms will be as ventilated as possible and surface cleaning will take place regularly. This may cause you to need to leave a room between consecutive panels for example, but we thank you for your cooperation during our cleaning regime.

In the event that you have any symptoms shortly before the event please do self-test. In the event you test positive before the event please follow NHS guidance on self-isolation, contact us and under no circumstances travel to the event as you will be denied entry. We will be understanding of your circumstances and will provide further details on what to do.

Should Government or NHS guidance change between now and the convention this document will be updated and all attendees contacted via email, along with notifications posted both on our web-site and via social media.

