

KCC Livestream Events - OneLove 2021

Cancellation Policy

Due to the digital format of OneLove21, all tickets are non-refundable. Please note that we cannot be responsible for any difficulties accessing the event due to your connection or other device issues.

We appreciate your understanding regarding the necessity of these policies. As a small, non-profit organisation with limited cash flow, we make plans and incur expenses based on the number of people we expect to attend our events. When these numbers change due to cancellations, our plans, budgets and ministry ability are all impacted.

Terms & Conditions

All viewers of this livestream event must be in possession of a paid ticket to the event. All host ticketholders of this event agree to ensure that each member of their group watching the livestream event is also in possession of a paid ticket to the event.

All viewers of this livestream event agree that they will not record, reproduce or redistribute this event or any portion of it for internal or external use.

All viewers will ensure that they have the appropriate device(s) and internet connection to successfully stream the event. KCC will not be responsible for difficulties accessing the streamed event due to device or internet connection issues.

This livestream event, including any associated interaction, chat or engagement within the stream feed, will be recorded in full by KCC. Katoomba Christian Convention Ltd reserves the right to use this material in part, or in full, for promotional, editorial and contextual purposes. Visual recordings may be included as part of recordings of KCC talks available for sale to members of the public and available on the KCC App. These audio and visual source recordings will be kept by KCC and accessed by KCC staff and other authorised KCC personnel.

You agree to accept these terms and conditions when you register for this event.

FAQs

What happens after my registration?

Once you have bought your ticket to the event, you should receive a confirmation email with a receipt for your payment. Please check your

spam or junk folders should you not receive this, or contact us at info@kcc.org.au. We will then email you details on how to access the livestream event and other important updates for the day.

What does your registration fee mean for KCC?

Financially, COVID-19 has been a very significant blow. Our conventions remain classed by the Government under the 2sqm rule. This means our capacity at conventions is more than halved. Normally, KCC can fit up to 2,150 people in our auditorium. Under the 2sqm rule we can only fit 700. This means that we are unable to cover the fixed costs of holding an in-person event. By honouring our request for registration, you help enable KCC to keep valuable Christian ministry happening and help us keep it intact for 2022 and beyond.

Purchasing an individual ticket (which is only half the usual ticket price) also enables KCC to cover the costs of providing the live stream itself.

If you'd like more information and an update on KCC, please visit <https://www.update.kcc.org.au>

What is the best ticket option for me?

Individual: If you are not part of a group and plan on watching by yourself, the individual ticket is best for you. For example, if there are three people watching in your home, you would purchase 3 individual tickets.

Group Host: If you are purchasing tickets for your group, you will need to purchase a host ticket for yourself and any leaders, plus ensure the rest of your group have purchased individual tickets (or that you have purchased these for them). For example, if you have 2 leaders and 20 people attending, you would purchase 2 host tickets and 20 individual tickets. Purchasing a group host ticket will just help us send you the right information and resources to help you organise the day!

What is your refund policy?

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