



Cancellation and Refund policy

New Ground Festival 2025 (last update: 02-12-2024)

To maintain and sustain the events that New Ground churches facilitate, it relies on the ticket/registration fee commitment from delegates. Last-minute cancellations and refunds can have a significant impact where New Ground has already committed to an event and the associated expenditure.

As a result, for all of the events for which it is responsible, New Ground has the following policy concerning cancellations and refunds:

Notification

All cancellation and refund requests **must be made in writing** as indicated in this policy. Requests may be posted to 'St. New Ground Churches, St. Jacobstraat 125, 2512AN Den Haag', but preferably emailed to festival@newgroundchurches.eu

Telephone requests will need to be followed up with a written request via email or post.

Full Refunds

You will receive a full refund of the delegate fee if:

- you make a written request **no later than 30 days before** the first day of the conference or event
- the event is canceled by Redeemer International Church or New Ground Churches

Consideration for a full refund will also be given if there is an emergency illness or death of the registrant/delegate or immediate family member.

Where possible, the refund will be made back to the card used for initial payment.

No Refund

Requests for refunds made **within 29 days prior** to the start of the conference or event **will not** be eligible for a refund.



Substitution Policy

Registrants/delegates may send a substitute in their place instead of requesting a refund. The team at Stichting New Ground Churches must be notified of this **at least 10 days before** the start of the event or conference and give authorization to proceed. Notification can be made by email or telephone.

Timing of Refunds

If the initial payment was made through PayPal, refunds can only be made through PayPal for up to 90 days after the payment was first made. After this time, we will contact you as refunds will be made directly through bank transfer.

Questions or Queries

Please direct any questions or queries to admin@newgroundchurches.eu