

As of 16.08.2026

Membership

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

General Conditions of Sale

Each order placed with HaruhiCon 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 HaruhiCon 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 HaruhiCon. The price of the product and delivery charge, where applicable, displayed on the Website and confirmed in your order will be honoured. HaruhiCon 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 HaruhiCon.

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 HaruhiCon 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 HaruhiCon will take place when we exchange your ticket for your membership badge at the event.

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. HaruhiCon 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 HaruhiCon 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. Your refund amount will be honoured against the date your email is received via the Contact Us portal and no other platform, except in the event that the form can be evidenced not to be working at the time of contact. You must include your full name, contact details, badge name and ticket ID. You are not obligated to disclose the reason for your refund request.

We are able to offer refunds on a timed basis. All refunds are subject to a 5% processing fee that has already been applied to the rates listed below.

Otherwise, refunds are:

- At least 6 months before the event: 95% refund
- At least 3 months before the event: 45% refund
- At least 1 month before the event: 20% refund

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

Please be aware that HaruhiCon can only refund your ticket purchased for HaruhiCon. 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

We do not offer the transfer of tickets to other attendees for that event year, or towards a future year for the same attendee.

1.5 Registration Identification

HaruhiCon require proof of identify and age for ticket redemption. By purchasing a ticket for HaruhiCon 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

Badges remains the property of HaruhiCon 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 HaruhiCon. The HaruhiCon Committee reserves full right to make the final decision on these matters.

If a badge is revoked, any attached registration will be invalidated and you will no longer be permitted to enter the convention.

1.8 Cancellation, Rescheduling or Relocation of HaruhiCon

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

If for any reason HaruhiCon 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.

Please be able to provide a copy or scan of one of the following:

- DLA/Personal Independent Payments (PIP) for those aged 18+, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book
- Attendance Allowance or Carer's Allowance letter of award
- Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded Incapacity Benefit or Employment and Support Allowance (ESA)
- A valid Blue Badge
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
- A recognised Assistance Dog ID Card
- Nimbus or Creditbilty's Access Card with the +1 symbol

The carer is required to be at least 18 years of age to comply with the age limit of the convention.

Carers must be able to take responsibility for relaying instructions to the guest they are caring for and help them where appropriate to do so.

We endeavor to make HaruhiCon as inclusive as possible, if you have any suggestions that would help us to do so, please get in touch.

1.10 Animals

The Hilton Birmingham Metropole does not permit animals on the premises with the exception of guide dogs.

Should you require a service animal then please contact the Hilton to discuss individual situations.