



## Terms and Conditions

### 1. Introduction

1.1 This conference is organised and managed by CFS Events Ltd, a company registered in the UK with registration number 4590739 and registered office at CFS Events Ltd, Mindenhall Court, 17 High Street, Stevenage, Herts, SG1 3UN.

1.2 References to "us" and "we" mean CFS Events Ltd, and "you" refers to the entity completing a booking request.

1.3 All applications to register for a conference, meeting, or event are subject to these Terms & Conditions, which supersede any terms imposed by you.

### 2. Bookings (Paid-for Events)

2.1 Applications to register are subject to availability and full payment.

2.2 Confirmation (or rejection) of your booking will be provided in the form of an email & invoice/receipt.

2.3 Registrations are not valid until payment is received.

2.4 Delegate passes are valid for the named attendee only and cannot be transferred, except as outlined in Clause 4.2. You may be asked for photographic ID during the conference. If you are unable to provide identification which matches your delegate pass you may be asked to leave the conference.

#### 2.a Bookings (Free-of-Charge Events)

2.a.1 All applications to register for the conference are subject to availability.

2.a.2 Confirmation (or rejection) of your booking will be sent to you by email in the form of a confirmation email.

2.a.3 Delegate passes issued for use at the conference are valid for named attendee only and, subject to clause 4.2 below, cannot be transferred. You may be asked for photographic ID during the conference. If you are unable to provide identification which matches your delegate pass you may be asked to leave the conference.

### 3. Prices and Payment (Paid-for Events)

3.1 Conference prices are outlined in the registration form and may be subject to change.

3.2 Payments can be made by credit/debit card at booking. If invoiced, payment must be received within 28 days of the invoice or before the event.

3.3 Bookings within 28 days of the event require credit/debit card payment.

3.4 Payments not made within the timeframe incur late fees and interest per the Late Payment of Commercial Debts (Interest) Act 1998.

3.5 For early bird rates, payment must be received within 28 days of the deadline. Unpaid early bird registrations will revert to the standard rate.

### 4. Changes and Cancellations by the Company

4.1 The Company reserves the right to alter the event content, timing, or location. If changes occur, you may choose to attend as varied, receive a refund, or a credit for a future event.

4.2 Substitute delegates (name swaps) are welcome with 2 days' prior notice, provided full payment has

been made.

#### **4.3 Cancellation of Delegate Registration (paid-for events):**

Cancellations must be made by email to: [accounts@cfsevents.co.uk](mailto:accounts@cfsevents.co.uk)

- More than 30 days before the event: 100% refund, less 10% handling fee
- Between 29 and 10 days: 50% refund, less 10% handling fee
- 9 days or less: No refund

We shall not be liable to you for travel, accommodation or other costs and expenses incurred should you need to cancel your registration.

#### **4.4 Cancellation of Delegate Registration (free-of-charge events):**

Cancellations must be made by email to: [accounts@cfsevents.co.uk](mailto:accounts@cfsevents.co.uk)

We shall not be liable to you for travel, accommodation or other costs and expenses incurred should you need to cancel your registration.

### **5. Force Majeure and COVID-19/Pandemic Clause**

5.1 *Force Majeure*: If the event is cancelled due to circumstances beyond our control, including but not limited to acts of God, natural disasters, war, terrorism, civil disorder, strikes, government regulations, pandemics, or any unforeseen situation that renders it impossible or impractical to hold the event, we will notify you as soon as possible. In such cases, we will offer:

- Transfer of your booking to the rescheduled date or virtual event, or
- A full refund of any payments made.

We are not liable for travel, accommodation, or any other expenses incurred by delegates.

### **6. Content and Intellectual Property**

6.1 All rights in event presentations, materials, and content ("Content") are owned by us or licensed. No reproduction, distribution, or commercial use of the Content is permitted.

6.2 Content may not reflect our views. It is provided "as is" and should not substitute professional advice.

6.3 We reserve the right to remove or suspend access to online Content at any time.

### **7. Liability**

7.1 Our liability is limited to the price paid for the booking. We are not liable for indirect or consequential damages, including but not limited to loss of profits, data, reputation, or goodwill.

7.2 You indemnify us against all losses arising from your actions or omissions.

7.3 Nothing in these terms limits liability for death, personal injury, fraud, or any liability that cannot be limited by law.

### **8. Anti-Bribery**

8.1 You agree to comply with all applicable anti-bribery laws, including the Bribery Act 2010. Breach of this clause is a material breach of these terms.

## **9. General**

9.1 These Terms & Conditions contain the entire agreement between us.

9.2 Communication may be electronic, and all notices provided electronically are legally binding.

9.3 The laws of England and Wales govern these terms, and both parties agree to the exclusive jurisdiction of the courts of England and Wales.

## **10. Exhibitors and Sponsors**

10.1 In case of a Force Majeure event or COVID-19 restrictions, we will offer alternative dates or virtual participation to sponsors and exhibitors. If no suitable alternative is available, we will refund payments made, less 10% for pre-event exposure.

10.2 We do not guarantee attendance numbers for exhibitions or visits to exhibitor stands.

10.3 Sponsor/Exhibitor cancellation:

- 10+ months' notice: 25% of stand cost non-refundable
- 8-10 months: 50% of stand cost non-refundable
- Less than 6 months: 75% of stand cost non-refundable

## **11. Online Events and Privacy**

11.1 We use Zoom to host our online events. You are able to view Zoom's privacy policy here:

<https://zoom.us/privacy>

11.2 We use EventsAir events management technology to host our virtual events. You are able to view

EventsAir's privacy policy here: <https://eventsair.com/privacy-policy/>

