

TERMS AND CONDITIONS OF BOOKING AND FURTHER INFORMATION

CANCELLATIONS

All cancellations must be made in writing to marcomms@haymarket.com. It is the booker's responsibility to ensure that we have received the cancellation. Please see below for a breakdown of our cancellation fees:

- Cancellations received within 14 days of booking and before **Wednesday 19th April 2017** will not incur any cancellation fee
- Cancellations received **on or before Wednesday 19th April 2017** are subject to a handling and administration **fee of £99 per delegate**, which will be deducted from any due refund or invoice, whichever is appropriate.
- Cancellations received **after Wednesday 19th April 2017 are subject to the full fee** that is payable for the conference.

However, in both cases, a substitute delegate can always be nominated. Substitutions on the day of the conference are made at the organiser's discretion only. Pre-payments will not be refunded and invoiced sums will be payable in full, except in cases where it has been possible to mitigate loss. Haymarket Events will not offer refunds to delegates due to a terrorist alert or incident or the curtailment of public transport, unless the conference is cancelled. In this instance, Haymarket Events will retain up to 50% of the conference fee to cover marketing, administration and delegate registration costs.

PAYMENT

If you request to be invoiced, payment terms will be 28 days from invoice date. An invoice will be generated and sent out to you via post. If your invoicing address is outside the UK then your invoice will be emailed to you within one week. If your company uses Purchase Order numbers, please supply this at the time of booking as failure to do so may cause problems with your booking. If you chose to pay by credit card you will receive an email confirmation from RBS WorldPay and a VAT receipt will be posted out to you. **Please note that we must receive full payment prior to the event start date. If you are booking within one week of the event we will require payment by credit card. If this causes difficulty then please contact our customer services team on +44 020 8267 4064.**

CONFIRMATION PROCEDURE

Once we have received confirmation of your booking via our online booking system, we will send you a confirmation email. The dispatch by us of an email confirmation constitutes a legally binding contract. If you have not received your confirmation email immediately after submission of your booking, please contact the customer services team on +44 020 8267 4064 as there may be a problem with your booking. Haymarket Events are unable to accept responsibility for the non-arrival of information. Haymarket Events reserves the right to decline any booking. Haymarket Events reserves the right to vary the content, timings, location and/or speakers of events and as such accept no liability for variations.

DIETARY REQUIREMENTS

A vegetarian lunch option is provided as standard. If you have any other dietary requirements, please contact our customer services team on +44 020 8267 4064 or marcomms@haymarket.com.

OTHER REQUIREMENTS

We make every effort to ensure our events are accessible for all delegates. For any specific access requirements, please contact our customer services team on +44 020 8267 4064 or marcomms@haymarket.com.

ON THE DAY

Please note that we may take photographs, video and audio footage of the event, which may include speakers and the delegation, and this may later be used in editorial features and/or in marketing and promotional material. Whilst in attendance at any Haymarket event, if your behaviour is deemed disruptive, offensive, dangerous, illegal, or if you are found to be distributing unauthorised material we reserve the right to eject you without any prior notice or refund. Audio and visual recordings or the distribution of commercial materials are not permitted without our prior consent. We can accept no liability for damage to or loss of personal belongings at the event venue.

SPEAKER CONFIRMATION & CHANGES

We arrange our events and speakers up to 6 months in advance and, as the date of the conference approaches, sometimes speakers are prevented from attending for personal or business reasons. With the increasingly challenging market conditions, we cannot guarantee any particular case study or speakers, as our speakers themselves cannot guarantee their attendance to us. We endeavour to find suitable replacement speakers of the same calibre. Often, however, a direct replacement cannot be found or found with enough time for the replacement to prepare a quality presentation. Please visit the website for regular updates on the speaker list.

DATA PROTECTION

By registering for a conference, Haymarket Events can provide you with information relating to your booking and other Haymarket related products or services via email, direct mail or telephone. Please write to the Head of Marketing at Haymarket Conferences, Bridge House, 69 London Road, Twickenham, TW1 3SP, if you do not wish to receive this information. We may also make your details available to carefully screened companies and sponsors of the event (excluding email addresses) who have offers that may be of interest to you.