

## Fulfillment, Cancellation and Refund Policy Terms and Conditions last updated on 21/04/24.

### Terms and Conditions – Conference Attendees

These T&Cs are to be read in conjunction with the terms contained in the online or PDF Registration Form and, together, represent the entire agreement between you and your Company as detailed in the Registration Form (“you” or “your”) and ISAVFT LTD (“we” or “us”). By completing and submitting the Registration Form, you agree to be bound by the T&Cs and the Registration Form.

#### 1. Payment of the registration fee

1. You agree to pay the registration fee as detailed in the Registration Form. The registration fee, unless otherwise stated, is inclusive of all charges, duties, levies or similar charges.
2. Subject to clause 1.4, where you have completed and submitted a PDF Registration Form:
  1. if you have ticked the bank transfer method of payment in the Registration Form, you agree to pay the registration fee within 30 days of the date of the invoice; or
3. If the conference is due to take place within 30 days of you completing and submitting the PDF Registration Form, the registration fee is payable immediately on receipt of our invoice or email.
4. If you fail to pay the registration fee within the payment deadline, we reserve the right to:
  1. if applicable, remove any discount for early bookings added to your registration fee and reissue an invoice/email for the full registration fee; and/or
  2. cancel your delegate booking.
5. Where you have completed an online Registration Form, you must make immediate payment via credit card in the “Payment” section of the Registration Form before submitting your Registration Form.
6. You agree to pay the registration fee in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

#### 2. Cancellation

1. Full refunds of the registration fee, less a cancellation charge of £100, will only be made if you give notice of cancellation at least three months prior to the first day of the conference. Thereafter, we regret that no refunds can be made if you cancel. You may substitute your delegates at any time, with no charge. Please note that refunds will not be given on exhibition upgrades or sponsorship packages or conference dinner places at any time.
2. On occasions we may have to cancel a conference if, for example, delegate numbers are too low to run the event. If so, we will give you as much notice as possible, and you will be given the option of a refund or transfer to an alternative event.

#### 3. Non-attendance

We are not liable to you for any non-attendance of your delegates for any reason, including, but not limited to, bad weather, industrial action, sickness or bereavement. We recommend that your delegates’ travel plans provide for enough time to account for any inclement weather or industrial action and that appropriate insurance is obtained prior to the conference to recompense for any financial loss you incur as a result of your delegate being unable to travel.

#### 4. Circumstances outside our control

We will not be liable to you for any delay, defect or deficiency hereunder to the extent that such delay, defect or deficiency is caused by an event beyond our reasonable control including but not limited to acts, defaults or omissions of our suppliers or subcontractors, a strike, lock out or other form of industrial action, outbreak of hostilities, riot, civil disturbance or acts of terrorism; fire, explosion or flood; or theft and malicious damage.

#### 5. Visa requirements

You agree to ensure that all delegates covered by this booking hold the necessary visas to be able to enter the country in which the conference is held and attend the conference. We will not provide refunds for any delegates that are unable to attend the conference due to a failure to meet the appropriate visa requirements of the country concerned.

#### 6. Accommodation

You are responsible for arranging delegate accommodation. We may provide details of nearby accommodation, including preferential rates. Details may be found on the event page of our website. All accommodation bookings must be made directly between yourself and the hotel. ISAVFT LTD is not party to, responsible or liable for, any bookings made by you or your delegates directly with any hotel or via third party websites.

#### 7. Conference programme changes

We will use reasonable endeavours to avoid changes in advertised conference programmes. However, from time-to-time amendments may be required as a result of changes to speakers’ circumstances or corporate change. It is your responsibility to check the status of any conference programmes.

## 8. Exclusion of liability

1. Subject to clause 8.2, we accept no liability to you or your delegates for personal or property damages, losses (including surrendered items) or injuries sustained by your delegate at the conference.
2. Nothing in these T&Cs or the Registration Form will exclude or limit our liability for:
  1. death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
  2. fraud or fraudulent misrepresentation; or
  3. any other liability which cannot be limited or excluded by applicable law.
3. In no event will we be liable to you for any indirect, special, or consequential losses (including costs of travel or accommodation). Neither will we be liable to you for any losses or damages you suffer if you rely on any views, opinions, data or information (of ISAVFT LTD or otherwise) expressed or disseminated at a conference.
4. In any event, our total aggregate liability to you whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total sums paid by you as detailed on the Registration Form.

## 9. ISAVFT LTD's Rights and Obligations

ISAVFT LTD has sole control over admission policies at all times. ISAVFT LTD reserves the right to exclude or remove from the Event any person whose presence or behaviour it reasonably considers to be undesirable or potentially unlawful, harmful, disrespectful or disruptive. Participants asked to stop any harassing behaviour or requested to leave, are expected to comply immediately. Under these circumstances, no refund will be given.

## 10. Data protection

We will process the personal data you provide in the Registration Form in accordance with our Privacy Statement below.

1. You understand that by choosing to attend the Event you are providing the exhibitor or sponsor with your personal data (as disclosed when registering). Your personal data will be transferred to an exhibitor or sponsor, who may be outside the EEA, and they may contact you about their products or services. On disclosure of your personal data, the exhibitor or sponsor becomes the data controller of that personal data and is responsible for compliance with relevant data protection laws.

## 11. Photography

You must not take photographs or otherwise film content within the conference or of any presentations. We will be taking official conference photography, which will be shared with attendees. If you would like a copy of any photos, please contact us. Some imagery will be used for marketing purposes. On some occasions, we will be doing official filming, and this content will be shared with attendees.

## 12. Exhibitors and Sponsorship

For details of terms and conditions for Table Top Exhibitors and Sponsors please contact the event organiser on +44 (0)7905381114.

## 13. Changes to these T&Cs

We may change and update these T&Cs from time to time.

## 14. Governing Law and Jurisdiction

1. These T&Cs and the Registration Form are governed by and construed in accordance with the law of England and Wales.
2. The courts of England and Wales have exclusive jurisdiction over any dispute or claim arising out of these T&Cs and the Registration Form.

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# ISAVFT

Bespoke Technical Conferences With Full Peer Review

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