

## Booking terms and conditions

### 1. Booking and Contract

- **Agreement:** Submission of the booking form constitutes a legally binding contract.
- **Acceptance:** We reserve the right to refuse any booking.
- **Confirmation:** A booking is only confirmed once full payment is received and a confirmation email is sent.

### 2. Payment Terms

- **Payment Deadline:** Full payment must be received before the event date.

### 3. Cancellations, Substitutions, and Refunds

- **No Refunds:** Generally, no refunds will be offered for confirmed bookings, including non-attendance.
- **Substitutions:** Delegates may substitute a suitable person at no additional charge, provided notice is given.
- **Cancellation by Us:** In the event of cancellation by us (e.g., due to unforeseen circumstances or low numbers), a full refund or an alternative event will be offered.
- **Force Majeure:** No liability is accepted for cancellations due to circumstances beyond our control (e.g., government restrictions).

### 4. Delegate Conduct and Security

- **Admission:** We reserve the right to refuse admission or remove delegates for improper, rude, or disorderly behavior.
- **Safety:** Delegates must comply with venue security and health and safety regulations.
- **Personal Property:** We do not accept responsibility for personal belongings lost or stolen at the venue.

### 5. Content and Intellectual Property

- **Use of Likeness:** By attending, you consent to being filmed or photographed, which may be used for marketing purposes.

### 6. Data Protection

- Your personal data will be processed in accordance with our Privacy Policy to manage your booking and for relevant event communications.

### 7. Liability

- The maximum liability for any claim shall not exceed the ticket price paid.

### 8. Governing Law

- These terms are governed by the laws of England and Wales.