



CIPS UK CONFERENCE 2019

CIPS Annual Conference 2019

TERMS AND CONDITIONS OF BOOKING AND FURTHER INFORMATION

1. Cancellations

All cancellation requests must be received in writing to conferences@haymarket.com.

Cancellations received will be refunded at the following rates:

- **On or before Monday 18 August: full fee less a £99 administration fee.**
- **Between 19 August and 29 September: 50% of the registration fee**
- **From 30 September: We regret that no refund can be made.**

It is the booker's responsibility to ensure that we have received the cancellation. Places are transferable at no extra charge. Substitutions on the day of the conference are made at the organiser's discretion. Pre-payments will not be refunded and invoiced sums will be payable in full. Haymarket Events will not offer refunds to delegates due to a terrorist alert or incident, the curtailment of public transport, adverse weather, industrial action or for any other circumstance beyond the organiser's control 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.

2. Confirmation Procedure

A confirmation email will be sent with an invoice attached. 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 (0) 20 8 267 4011. Haymarket Events are unable to accept responsibility for the non-arrival of information. Haymarket Events reserves the right to decline any booking.

3. Memberships

Membership numbers will be checked and verified by CIPS. Delegates with expired or suspended memberships will be contacted by CIPS to renew membership. Please note that delegates who do not renew their membership within 10 days of being contacted by CIPS will be charged the equivalent non-member rate. Please note that we must receive full payment prior to the event start date.

4. Visa's and Travel Arrangements

Haymarket are not responsible for the acquirement of delegate VISAS. Should any delegate require a letter of invitation to support VISA application to attend the event, Haymarket will issue this only after receiving full payment of the delegate fees.

5. Payment

Invoice – payable within 30 days from the date on the invoice or prior to the event, whichever is soonest. If applicable please supply your purchase order number at the time of booking. Credit/debit card – your invoice will show a zero balance outstanding and you will receive a Stripe receipt. 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/debit card. Please note that discounts and offers advertised on any Haymarket event website may be time sensitive or subject to availability.

6. Speaker confirmation, content and changes

In the event that speakers are prevented from attending the event we endeavour to find suitable replacement speakers of the same calibre. Haymarket Events reserves the right to vary the content, timings, location and/or speakers of events and as such accept no liability for variations. Please visit the event website for regular updates on the speaker

line-up. Presentations will be automatically sent to all event attendees, one week following the conference (subject to full payment of delegate fees). Please note that all presentations are subject to speaker disclosure.

7. Dietary and other requirements

A vegetarian lunch option is provided as standard. If you have any other dietary requirements, please contact the Conferences team on +44 (0)20 8267 4011 or conferences@haymarket.com. We make every effort to ensure our events are accessible for all delegates. For any specific access requirements, please contact the Conferences team (as above).

8. On the day

Photographs, video and audio footage may be arranged at the event. This may include speakers and the delegation, and 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.

9. Privacy and data protection

Haymarket Business Publications Limited ("Haymarket") is committed to protecting and respecting your privacy. Our Privacy Policy sets out the basis on which your personal data will be processed by us as the Data Controller of your personal data for the purposes of the Data Protection Act 1998 ("the Act"). Please read the following, and the Privacy Policy, to understand our views and practices regarding your personal data and how it will be treated by us. We may collect and process the following data about you:

- Information that you provide by filling in forms on the site. This includes information provided at the time of registration or at the time of posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by Haymarket or when you report a problem with the site.
- If you contact us, we may keep a record of that correspondence.
- Haymarket may also ask you to complete surveys that we use for research purposes although you do not have to respond to them.
- Details of your visits to the site and the resources that you access.