

Delegate Booking Terms and Conditions for UKISUG Conference 2021

All bookings by delegates for registration for attendance at the UK & Ireland SAP User Group Limited (UKISUG) Connect Conference are subject to the terms and conditions set out below (Terms). Please read these carefully before applying for registration to attend. UKISUG recommends that you retain a copy of these terms and conditions for your reference. In these Terms, "you" means the delegate applying or registering to attend the Connect Conference and "we", "us" or "our" means UKISUG; "your" and "our" will be construed accordingly). You are only eligible to apply for registration and/or attend the Connect Conference if you are 18 years old (or over).

Section 1 – Contract Format

- 1.1 No contract exists between you and UKISUG until UKISUG has received and accepted your application for registration (or your application is deemed accepted under section 1.3 below). UKISUG reserves the right to accept or reject any application for registration by any delegate without having to give any reason. Once your application is so accepted (or deemed accepted) you will only be able to cancel your registration in accordance with the cancellation provisions of section 4 of the Terms.
- 1.2 If UKISUG does not accept your application for registration, we will notify you by email within two weeks of your application. If you have paid for your delegate place(s) at the time of application and your application is not accepted by UKISUG, all amounts paid by you for your delegate place(s) will be refunded by UKISUG.
- 1.3 If you do not receive notification of non-acceptance under section 1.2 above, your application will be deemed accepted by UKISUG and you will be automatically registered as a delegate for the Connect Conference and (unless you paid for your delegate place(s) with your application), your payment will thereupon become immediately due from you in accordance with the Terms.
- 1.4 The Terms are a legal agreement and may only be modified with UKISUG consent. UKISUG reserves the right to change the Terms and any such changes will be posted here; any such changes will take effect immediately upon posting, whether you have reviewed them or not. By applying for registration you are agreeing to the Terms; if you do not agree with any of these Terms you should not apply for registration.
- 1.5 You may transfer your registration place at the Connect Conference to another person in your organisation provided you notify us and we confirm our consent prior to the Connect Conference being held

Section 2 – Description & Price

2.1 The description and price of the delegate place you have applied for will be as shown on the UKISUG Connect Conference website at the time of your application for registration.

2.2 Delegate places at the Connect Conference are subject to availability. If on receipt of your payment all delegate places are full, UKISUG will notify you as soon as possible and refund the amount paid by you to UKISUG for your registration.

2.3 Every effort is made to ensure that prices shown on the UKISUG conference website are accurate at the time you register. If an error is found, UKISUG will inform you as soon as possible and offer you the option of confirming your registration at the correct price, or cancelling your registration. If UKISUG does not receive registration confirmation within 7 days of informing you of the error, your registration will be cancelled automatically and the amount paid by you for the registration will be refunded. If you cancel the registration, or if the registration is cancelled automatically due to the expiry of the 7-day period, UKISUG will refund the amount paid by you to UKISUG for your registration.

2.4 Any refunds under the Terms (whether under section 1.2, section 2 or under section 4) will be made by UKISUG using the same method as used by you to pay for the registration. It is your responsibility to advise us of any change of your email or postal address or telephone number and, if you fail to do so and we are unable to contact you, you will not receive any refund.

2.5 In addition to the price for the registration, you may be required to pay for other items (such as accommodation or attendance at SUGFest unless this is stated as included in your applicable delegate package). This will be made clear on the UKISUG Connect Conference website.

2.6 It may be necessary for reasons beyond the control of UKISUG to alter the content and timing of the Connect Conference, the identity of the speakers, the date or the venue. If, for any reason, the UKISUG needs to cancel the event, delegates will be notified in writing.

2.7 Travel to and from the Connect Conference is not included in any delegate package and must be organised and provided by the delegate.

Section 3 – Payment

3.1 Payment for the registration can be made by any method shown on the UKISUG Connect Conference registration site at the time you register.

3.2 Once your application for registration has been accepted by UKISUG, we will send you an invoice which is payable by you in full within 30 days of the date of invoice. This section 3.2 does not apply where your application for registration has been accompanied by payment.

3.3 If you fail to pay the invoice in full by the due date, UKISUG may cancel your application and/or charge you interest at the rate of four percent above the base rate from time to time of the National Westminster Bank plc until cleared funds are received.

Section 4 – Cancellation

4.1 Cancellations made by the delegate between 28th February 2021 and 30th June 2021 will be subject to a cancellation charge of 50% of the delegate fee (plus VAT) payable to UKISUG. Cancellations made by the delegate between 1st July 2021 and 30th September 2021 will be subject to a cancellation charge of 75% of the delegate fee (plus VAT). No refunds will be given on cancellations received on or after 1st October 2021.

4.2 To exercise your right of cancellation, you must give written notice to the UKISUG by email (conference@sapusers.org), giving details of your registration, and reason for cancellation. Notification by phone is not sufficient.

4.3 UKISUG reserves the right to amend and/or cancel, any elements of this event to comply with any restrictions that may be in place relating to government regulations regarding Covid19.

4.4 UKISUG reserves the right to cancel the Connect Conference or move it to a different venue or dates at any time and without specifying a reason. UKISUG will use all reasonable endeavours to provide adequate advance email notice to all delegates in advance. Where UKISUG:

(i) cancels the Connect Conference, the delegate will be entitled to a full refund of all registration fees paid by the delegate.

(ii) moves the Connect Conference to a different venue or date, the registration will remain valid should you wish to attend. If you notify UKISUG (by email) within 7 days of UKISUG notifying you of the change that you do not wish to attend, you will be entitled to a full refund of all registration fees paid;

In either of the above cases, UKISUG shall have no further obligation or liability to you, whether for any additional sums (including any costs of travel or accommodation for the Connect Conference not otherwise included in the applicable delegate package) or otherwise.

4.5 Where under this section 4 you are entitled to a refund of any registration fees paid, refunds will be made in accordance with section 2.4.

Section 5 – Limitation of Liability

5.1 Nothing in these Terms excludes or limits UKISUG's liability for death or personal injury arising from its negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law. UKISUG will use reasonable commercial endeavours to ensure that all information provided to the delegate in connection with the Connect Conference is accurate and complete. To the extent permitted by law, we exclude all other conditions, warranties, representations or other terms which may apply to the booking, whether express or implied. 5.2 In case of any breach by UKISUG of any of its obligations under the Terms, UKISUG shall not be liable to you for any:

(i) loss of business, profits, anticipated earnings or savings; or

(ii) any indirect, incidental, special or consequential loss;

howsoever arising and irrespective of whether UKISUG had been advised, knew or should have known of the possibility of such loss or damage.

Section 6 – Privacy and Data Protection

6.1 For details of our [Privacy](#) Policy please follow the relevant link. The Privacy Policy (together with the Terms and any other documents referred to) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the Privacy Policy carefully to understand our views and practices regarding your personal data and how we will treat it. By applying for registration, you are accepting and consenting to the practices described in this Policy.

You are reminded that UKISUG's data and protection policy only applies to personal data that you provide directly to us. If you choose to provide personal data to any third party (including exhibitors, other Users, our partners or SAP) through badge scanning or any other means, then we are not responsible for how such third party processes that personal data and we encourage you to understand the data protection and privacy terms and conditions of such third party.

There will be an official photographer and film crew at the conference. UKISUG takes no responsibility for any unofficial images or recordings that may result from the Connect Conference. All delegates

and other attendees at the Connect Conference hereby irrevocably consent to and authorise the use by UKISUG Group (and its assignees and licensees) of all images and recordings taken. This includes any reproduction of the images in any form in any media whatsoever.

Section 7 – Behaviour, Loss etc.

7.1 UKISUG expects all delegates to have consideration for other people. If in UKISUG's reasonable opinion any delegate behaves in such a way as to cause or be likely to cause danger, upset or distress or damage to property, UKISUG are entitled, without prior notice, to terminate the attendance of the delegate concerned. In this situation, the delegate will be required to leave the Connect Conference, no refunds of any registration fees will be made and UKISUG will not pay any expenses or costs incurred as a result of the termination.

7.2 You must comply at all times with the rules and regulations imposed by the venue.

7.3 You must ensure that you have your own insurances against any loss to your property you may suffer, or any loss or damage you may cause at the conference. UKISUG takes no responsibility for any loss of or damage to any of your property that you may bring to the Connect Conference.

7.4 The right to admission to the Connect Conference is reserved by us; health and safety, environmental and security concerns will be taken into account and reasonable conditions may be imposed upon your admittance, which if you are unwilling to accept will mean that you will not be admitted to the Connect Conference and in such circumstances no refund will be given.

7.5 You will be responsible for any damage or liability caused as a result of your acts or omissions while at the Connect Conference.

Section 8 Miscellaneous

English law shall apply to the Terms notwithstanding any other jurisdiction where you are or access the application for registration. You irrevocably agree that the courts of England shall have the exclusive jurisdiction to settle any dispute that may arise in connection with the Terms and you submit to the exclusive jurisdiction of such courts. All communications and notices connected with the registration and the Terms must be in English.

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