

## Terms and Conditions

**Booking Your Place:** We will confirm your booking within 2 working days by email ('Booking Confirmation'). By booking your place at the event set out in your Booking Confirmation ('the Event') you are entering into a binding agreement. If you do not receive your Booking Confirmation within this time, please contact us to confirm your booking.

**Payment:** Payment may be made by credit/debit card or by requesting an invoice at the time of the booking. Our bank details are shown on the invoice. Full payment must be received in cleared funds no less than 2 working days before the Event takes place or admittance may be refused. Payment must also be made in full for cancellations made within 31 days of the Event Date.

**Speaker Presentations:** An electronic link will be sent post Event to download the updated speaker presentations.

**Delegate Brochure:** On arrival at the Event, you will receive the Event brochure which will include the agenda, speaker biographies and delegate list. Please note that if you wish to be included in the delegate list you must register for the Event at least 10 working days before the Event starts.

### Airlines cancellation policy

If you have registered as an airline delegate, free of charge, you are committed to attending the Event. If you can no longer attend, you must notify us no later than 3 weeks from the date of the Event. Thereafter, if you do not show up, or fail to send a replacement of similar seniority, you will be charged 50% of the supplier delegate rate at the time of booking. This does not apply to the guests of sponsors.

**Suppliers Cancellation Policy:** All cancellations must be made by email to: Registrations Dept, RBI Conferences,

Email: [events.registration@rbi.co.uk](mailto:events.registration@rbi.co.uk)

Telephone: +44 (0)20 8652 3233

You may cancel one or more delegate place(s) at the Event on your booking at any time. If cancellation is more than 31 days before the Event date as set out in your Booking Confirmation we will at your option accept a substitute at no extra cost (please see substitute section below) or refund 75% of the applicable delegate fee. If cancellation is less than 31 days before the Event date as set out in your Booking Confirmation a substitute will be accepted but no refund will be given. Please note that a 'non-attending delegate' who has paid their registration fee will be deemed to be a cancellation and the delegate will be emailed, post Event, a password to download speaker presentations to finalise the registration. The delegate will not be refunded for not attending. Please also note we will not permit the transfer of delegate places from one event to another in the event of non-attendance.

**Substitutions:** If any delegate is unable to attend we will accept a substitute delegate at no extra cost. Please notify us by email at [events.registration@rbi.co.uk](mailto:events.registration@rbi.co.uk) with the name, job title, email address & telephone number of both the registered and substitute delegate. Please also advise if a visa invitation letter is required and whether the substitute delegate has any special dietary or access requirements.

**Visa Invitation Letters:** In the event a visa application is declined, we will refund the delegate fee paid less an administration fee of £200 (or currency equivalent) if the following two requirements are met:-

We receive notification of the visa decline by email no later than 4 days prior to commencement of the Event; and

The email provides satisfactory evidence of the visa refusal (eg. copy of Embassy written refusal)

If the above requirements are not met, we will be unable to issue a refund. However we will send you the link to the Event presentations shortly after conclusion of the Event.

**Insurance:** It is delegates' responsibility to take out appropriate insurance to cover travel and other activities related to the event. We accept no responsibility for travel, accommodation or other expenses incurred as a consequence of cancellation or postponement of the Event. We accept no liability for any other loss, including incidental or consequential loss, in excess of the amount paid for the booking.

**Hotel Bookings:** It is delegates' responsibility to book accommodation as required at the Event venue and to pay for such accommodation in accordance with the venue's terms and conditions. We will provide details of accommodation available at the time of booking.

**On-site:** All participants are asked to wear their badges at all times throughout the conference. Badge holders must not allow their badges to be worn by anyone else. Any failure to comply with the foregoing is likely to lead to the badge holder and the person wearing the badge being removed from conference.

Anyone obtaining a conference delegate or exhibitor badge by theft, deception or other illegal means will be asked to leave conference.

No one under the age of 16 is permitted to attend the conference unless they have obtained the prior written consent of the Organisers.

Anyone attending the conference must not be involved in any activity which may disrupt conference. Such activity may include participating in demonstrations, objectionable behaviour or wearing offensive apparel.

The Organisers reserve the right to exclude or remove anyone from the conference and venue who does not comply with this policy or who they reasonably consider is likely to break these rules or who is prohibited from attending under any applicable sanctions, laws or regulations.

Official conference photographers may be taking photographs and filming videos at the conference. Anyone attending the conference consents to such photography and filming without compensation and confirms that the Organisers shall be entitled to use such photographs and videos, which may include photographs and videos of visitors, for the purpose of marketing conferences in the future, for exploitation in any and all media, without liability. No other photography or filming will be permitted at RBI organised conferences without the prior written approval of the Organisers.

**Delegates' Liabilities:** You hereby accept liability for all your acts or omissions at the Event venue and undertake to indemnify us and keep us indemnified against all liability in respect thereof and against all actions, suits, proceedings, claims, demands, costs and expenses whatsoever, which may be taken or made against us or incurred or become payable by them arising there from or in respect thereof including any legal costs and expenses and any compensation costs and disbursements paid by us on the advice of Counsel to compromise or settle any such claims.

**Alteration & Cancellation by us:** It may be necessary to alter the venue and content of the Event, or the timing of the programme. If we cancel the Event for any reason, we will make a full refund of any booking fees paid. If we have to alter the date or location of the Event this booking will be transferred to the revised date and these Terms and Conditions shall apply to the transferred booking.

These terms and conditions are governed by English law and the courts of England and Wales will have exclusive jurisdiction over any dispute.