

Nexia Event Terms and Conditions

1. About us

1.1 **Nexia International Limited** (company number 053513C) (**we** and **us**) is a company registered in the Isle of Man and our registered office is at 1st floor, Sixty Circular Road, Douglas, Isle of Man, IM1 1SA. Our VAT number is GB 115 162 157. We operate the website www.nexia.com (**Site**).

1.2 To contact us telephone our customer service team at +44 (0)20 7436 1114 or e-mail info@nexia.com.

2. Our contract with you

These terms and conditions (**Terms**) apply to the purchase (by you) and supply (by us to you) of events (**Events**). These Terms apply to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. These Terms are made only in the English language.

3. Booking Events

3.1 You can make bookings for our Events (each a **Booking**) using the website hosted by our partner, CVENT Europe Ltd, at www.cvent.com. Each Booking placed by you is an offer for us to supply the Event to you subject to these Terms.

3.2 Our acceptance of your Booking takes place when we send an email to you (or you receive an email from our partner, CVENT Europe Ltd, whichever is earlier) to accept it (**Email Confirmation**), at which point and on which date a contract between you and us will come into existence.

3.3 If we are unable to accept your Booking for any reason, we will inform you of this by email. If you have already paid for the Booking, we will refund you the full amount.

3.4 It is your responsibility to ensure that:

(a) the terms of your Booking are complete and accurate; and

(b) you co-operate with us in all matters relating to the Event, including without limitation providing us with such information and materials we may reasonably require in order to supply the Event, and ensuring that such information is complete and accurate in all material respects.

4. Cancelling your Booking and obtaining a refund

4.1 You may cancel your Booking and receive a full refund of the Charges, less an administration fee of 4% of the Charges, if you cancel your booking at least 35 days before the date that the relevant Event is due to start (**Cancellation Period**).

4.2 Cancellations can be made through the CVENT website or by notifying us in writing to info@nexia.com (as set out in your Email Confirmation). If you cancel a Booking after the Cancellation Period, you will not be entitled to any refund of the Charges.

4.3 If you cancel a Booking within the Cancellation Period in accordance with clause 4.1, we will refund you by the method you used for payment.

4.4 Nexia is not responsible for any travel delays, cancellations or any medical conditions that could stop you from attending the event. We do recommend delegates to take out their own travel insurance to cover any costs.

4.5 Nexia shall provide discounted room rates for delegates willing to attend the event. However, delegates will be responsible for any charges due to late cancellation or no show, according to the terms of the venue.

5. Making changes to a Booking

5.1 If you wish to amend your Booking after we accept it, and we agree to such change, you may do so using the CVENT website up to the date the Event registration closes (as made clear on the CVENT website). You may be required to pay additional fees or be entitled to a refund of pre-paid fees as a result of such amendment, as applicable.

5.2 You may substitute the name of delegate to that of another delegate in your organisation at any time at no extra cost by giving us notice in writing to info@nexia.com.

5.3 We may cancel an Event at any time for any reason without any liability. Where we cancel an event, except where such cancellation is due to an Event Outside Our Control pursuant to clause 9, we will refund you the full amount, less an administration fee of 4% of the Charges.

6. Charges and payment

6.1 The charges for an Event (**Charges**) are the prices quoted on our Site (or the website for booking an Event which is hosted by our partner, CVENT Europe Ltd) at the time you make your Booking. You can pay the Charges using a debit card or credit card.

6.2 Our Charges are exclusive of VAT. Where VAT is payable, you must pay us such additional amounts in respect of VAT, at the applicable rate, at the same time as you pay the Charges.

6.3 We take reasonable care to ensure that the price of the Charges are correct but sometimes there may be a mistake. If the correct Charges at the date of your Bookings are higher than the Charges quoted to you, we will (where possible) contact you for your instructions before we accept your Booking. If we accept and process your Booking where an error in the Charges is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any Charges you have paid.

6.4 All Charges for an Event must be paid by the date 21 days before the start of the relevant Event (**Due Date**) by card payment, or by wire transfer to the Nexia bank account listed on the invoice you receive from us.

6.5 For any failed or cancelled payments, an administration fee of 4% of the value of the relevant payment will be levied.

6.6 Should the arrangement of your dietary requirement(s) incur additional costs to Nexia, you will be notified and charged the additional costs.

7. Limitation of liability

7.1 Nothing in these Terms limits or excludes our liability for:

- (a) death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation; or
- (c) any other liability which cannot be limited or excluded by applicable law.

7.2 Subject to clause 7.1, we will not be liable to you, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with these Terms for loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill and any indirect or consequential loss.

7.3 Subject to clause 7.1, our total liability to you arising under or in connection with these Terms, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, will be limited to 100% of the total Charges paid under these Terms.

7.4 Except as expressly stated in these Terms, we do not give any representations, warranties or undertakings in relation to an Event. Any representation, condition or warranty which might be implied or incorporated into these Terms by statute, by common law or otherwise are, to the fullest extent permitted by law, excluded from these Terms.

8. Termination

Without limiting any of our other rights, we may terminate the contract between us with immediate effect by giving written notice to you if you have not paid any amount due to us under any contract by the Due Date. Such termination will not affect either of our rights and remedies that have accrued as at termination and any provision of these Terms that expressly or by implication is intended to come into or continue in force on or after termination will remain in full force and effect.

9. Events outside our control

9.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by any act or event beyond our reasonable control (**Event Outside Our Control**).

9.2 If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms we will contact you as soon as reasonably possible to notify you.

9.3 We reserve the right to alter an Event in any way and/or cancel an Event due to an Event Outside Our Control.

10. How we may use your personal information

10.1 We will use any personal information you provide to us to:

- (a) provide the Event;
- (b) process your payment for the Event;

(c) inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us; and

(d) confirm with the hotel we have contracted that you have made a reservation for the event.

10.2 Further details of how we will process personal information are set out in our privacy policy (as amended and updated from time to time), which can be found [here](#).

11. General

11.1 We may assign or transfer this agreement to someone else without your consent. You may only assign or transfer your rights or your obligations under these Terms to another person if we agree to this in writing.

11.2 Any variation of these Terms only has effect if it is in writing and signed by you and us (or our respective authorised representatives).

11.3 If we do not insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you or that you do not have to comply with those obligations. If we do waive any rights, we will only do so in writing, and that will not mean that we will automatically waive any right related to any later default by you.

11.4 Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of them is unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

11.5 You acknowledge that you have not relied on any statement, promise or representation or assurance or warranty that is not set out in these Terms.

11.6 No person (other than you and us) has any rights to enforce any of these Terms.

11.7 These Terms are governed by English law and we each irrevocably agree to submit all disputes arising out of or in connection with these Terms to the exclusive jurisdiction of the English courts.

12. Code of Conduct

12.1 Application

By registering for, attending or participating in an Event, you agree to comply with this Code of Conduct. This Code of Conduct applies to all attendees, speakers, sponsors, exhibitors, volunteers and any other participants at an Event.

12.2 Purpose

Our Events are intended to foster collaboration, learning and professional connection in a safe, inclusive and respectful environment for all participants.

12.3 Standards of Behaviour

All participants shall behave in a professional, respectful and appropriate manner at all times, including during any associated social activities. Participants are expected to act with integrity, courtesy and consideration towards others.



We are committed to providing a harassment-free experience for everyone, regardless of gender, gender identity or expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion or belief (or lack thereof).

12.4 Unacceptable Behaviour

Unacceptable behaviour includes, without limitation:

- harassment, discrimination or intimidation of any kind;
- offensive, abusive or inappropriate language or gestures;
- inappropriate physical contact;
- sexual language, imagery or conduct;
- any behaviour that may cause reputational harm or undermine the safety, dignity or wellbeing of others.

Participants who are requested to cease unacceptable behaviour must comply immediately.

12.5 Respectful Participation

Participants shall respect differing viewpoints, encourage inclusive discussion and remain mindful of cultural differences and appropriate professional boundaries at all times.

12.6 Reporting and Enforcement

Any breach of this Code of Conduct should be reported promptly to Nexia staff. We reserve the right to take such action as we consider appropriate in the circumstances, including without limitation:

- requiring the participant to leave the Event;
- removal from the Event without refund;
- notification of the participant's organisation; and/or
- exclusion from future Events.

12.7 Responsibility for Conduct and Damage

You are responsible for your own conduct while attending an Event. Any loss, damage or incident arising from your actions or omissions must be reported promptly. Where Nexia International reasonably incurs costs as a direct result of your actions or omissions, you agree to reimburse such costs upon request.