

DELEGATE TERMS AND CONDITIONS

- 1 In these Terms and conditions 'the Company' means Washington Dowling Associates and 'the Client' (which expressions shall include any principal on whose behalf the Client Delegate Booking) is completed means the person, firm, company or organisation placing the order. Persons completing the Delegate Booking shall be deemed to have authority so to do from the person, firm, company or organisation on whose behalf they are acting or purporting to act.
- 2 Orders placed with the Company shall constitute a contract when the Client either signs the Order, confirms their acceptance by email or books directly through our on-line facilities.
- 3 The Company can issue an invoice for all delegate registration bookings. Payment Terms are 30 days from the date of invoice or immediately if the booking is made the week prior to the event.
- 4 As a rule the Company does not offer any refunds. However, in rare circumstances the Company may be prepared to consider cancellation of their contract with the Client, provided the following conditions are complied with:
 - a. The request for cancellation must be done so in writing and received by recorded mail or courier
 - b. The request is received a minimum of 30 days prior to the date of the event
 - c. Any payment due shall be made in full without set off or counterclaim and must be settled within 14 days
 - d. Disputes must be raised within 10 working days from the date of the invoice. Details of a dispute must be given in writing, (letters, fax and emails are acceptable forms of notification). Physical proof of delivery may be requested.
 - e. The Client is liable for all collection and litigation costs and fees should the Company instruct a third party or undertake litigation to collect non-payment of the invoice.
- 5 The Company may terminate this agreement at any time on giving reasonable written notice to the Client (Using the contact details provided in the booking) if:
 - a. The Client is in material breach of any term of this Agreement
 - b. The Client makes an agreement with its creditors, cannot pay its debts as they fall due, is declared insolvent, or has an administrator or receiver appointed
 - c. Force Majeure – The Company is relieved of all its obligations if any act is outside the Company's control which means the the Company is unable to hold the Event such as; acts of god, pandemic, severe weather, danger of war, fire or severe disturbances affecting the organisation, venue or its suppliers
 - d. The Company reserves the right to alter the Event date and venue if necessary and where possible will take all steps

necessary to inform the Client with reasonable notice

- 6 The Company will clearly state in event related literature what the delegate fees cover. For events lasting for one day and where applicable, refreshments throughout the day provided during specified breaks only. It is the delegates' responsibility to inform the Company of any special dietary requirements no later than 7 days before the start of the event they are attending. Where delegates do not inform the Company of any special requirements, the Company cannot be held responsible
- 7 The Company endeavours to cater for all delegates, however should a delegate have any special needs, i.e. wheel chair access, delegates should contact the Company with full details no later than 2 weeks before the start of the event they are attending
- 8 The Company reserves the right to vary or cancel an event where the occasion necessitates
- 9 Delegate tickets may be transferred to another person but only at the discretion of the Company
- 10 The Client order acts as confirmation and delegate ticket. The Company will issue a delegate badge upon the Client registering at the delegate registration desk on the morning of the event
- 11 Event documentation is distributed at delegate registration
- 12 The Company will forward venue details (address, maps, car parking instructions and travel directions) no later than one week before the event the Client is attending takes place
- 13 The Client shall have the right to cancel the order within 7 days of the date hereon. However, the Client has no right to cancel if the order is placed within 28 days of the event. Notice must be given in writing by the Client using Recorded Delivery Post other than aforesaid the Order is binding on the Client and payment is due in full
- 14 The Company reserves the right to refuse admission and to remove persons from the premises for any reason where necessary. The Company may also have to conduct security searches to ensure the safety of persons at the event
- 15 Save for where the Company's prior written consent has been obtained, the use of photographic equipment is not allowed. All other recording and any transmission is prohibited including, (without limitation) recording of any data, information or results or relating to the Event you assign (by way of a present assignment of future copyright) the copyright in any photographs or recordings you make at the Event to the Company
- 16 The Company is not responsible for any loss, injury or damage, howsoever caused, to the bearer except where any loss, injury or damage is caused by the negligence of the Company, its employees or agents
- 17 No unauthorised trading is permitted within the venue
- 18 In the interests of public safety, the Company reserves the right to request the Client to leave the venue at any time for safety reasons or immediately after the Event. No admission or readmission is permitted after the end of the Event
- 19 Data Protection: Information you supply to the Company may be used for publication (where you provide details for inclusion in our directories, catalogues or delegate lists and on our websites) and also

to provide you with information about our products or services in the form of direct marketing activity by phone, fax or post. Information will not be made available to third parties on a list lease or list rental basis for the purpose of direct marketing. If at any time you no longer wish to receive anything from the Company or to have your data made available to carefully selected third parties please write to: Alison Johnson, Washingtondowling Associates Ltd, Suite 1, Theme House, Park Hall Road, Charnock Richard, Chorley, Lancashire PR7 5LP / alison@washingtondowling.com

- 20 If for any reason part of these terms and conditions are unenforceable, the validity of the remaining terms and conditions shall not be affected
- 21 Contracts between the Client and the Company shall be governed by English Law and the Client and the Company submits to the exclusive jurisdiction of the English courts
- 22 In the first instance all enquiries should be directed to the Director Vicki Washington on 01257 452 520