



TERMS AND CONDITIONS

DELEGATES

1. Payment and Fees

- a. Payment must be made by credit or debit card.
- b. Once you have completed your booking you will automatically be sent a booking confirmation email with a link to download your pdf invoice/ receipt.
- c. Only in exceptional circumstances will payments by direct bank transfer be accepted. In this case, it is the booker's responsibility to ensure that this invoice reaches the correct finance department. Assured Events (AE) will not issue invoices directly to finance departments unless emailed on an individual basis to do so. The person making the booking is the point of contact for invoice chasing, and is responsible for ensuring that the invoice is paid.
- d. Please note that Professional HE Services (PHES) must receive the full amount shown on the invoice including any VAT applicable. Any fees or charges which are levied by the bank for you to make this payment should be paid by you directly and should not come out of your conference fee payment. If you do not pay these bank charges you will still be liable for the difference between the amount that is paid to us and your total fee payable. Any shortfalls in the fee must be paid before your attendance at the event.
- e. Registration cannot be accepted over the telephone and places are only guaranteed upon payment and confirmation.

2. Cancellations and Refunds Policy

- a. Our cancellation and refunds policy is set out in the table below, please note there will be no exceptions made. Cancellation should be notified to the Conference Organiser in writing, via email at bufdg@assuredevents.com.
- b. Substitutions of attendees can be made, without incurring the cancellation charge - please let AE know if a substitution is to be made.

Enquiries: bufdg@assuredevents.com



Dates notes of cancellation given	Refund Available
20 th December 2019 and before	100% of original package amount
21 st December 2019 – 31 st January 2019	50 % of original package amount
After 31 st January 2019	No refund available

3. Substitutions

- a. You may substitute an original delegate with another person up to 14 days (inclusive) before the event by notifying us in writing to bufdg@assuredevents.com.
- b. Within 13 days (inclusive) of the event, substitution of one delegate for another can be made at the conference organiser's discretion. Please email bufdg@assuredevents.com with queries.

4. Images

- a. BUFDG/ Assured Events reserves the right to employ photographers to take photography and video of delegates at the conference. BUFDG/ Assured Events reserves the right to use any images taken of delegates at the event for marketing and advertisement purposes, without any further approval required.

5. Networking Guides

- a. As per the new format of the conference, BUFDG will be producing personalised networking guides for both sponsors and delegates at the 2020 conference. Please note that as outlined in the update document and the conference website, your e-mail address will be shared with any sponsors that you have confirmed you would like to meet with, who have reciprocated they would also like to connect with you. Acceptance of these terms and conditions is acceptance of agreeing to share this information.

Enquiries: bufdg@assuredevents.com



6. Force majeure

- a. If the event cannot be held because of circumstances beyond our control (including fire, explosion, act of terrorism, or any act or event beyond our control) or because of any industrial action or dispute involving BUFDG, Assured Events or the hosting venue, BUFDG/ Assured Events will refund all fees paid but will not be liable for any losses whether indirect or direct suffered by delegates as a result of the cancellation of the event.

7. Other terms

- a. Delegates must comply with the accepted safety standards of the day.
- b. Failure to comply with this code of practice will result in the withdrawal of the permission to attend the conference.
- c. Delegates are Finance Directors and/ or sometimes their immediate deputies. On occasions where BUFDG has invited or allowed other delegate bookings these will be allowed; any other party who books a delegate place without authorisation will have their delegate places cancelled and booking fee refunded.
- d. On arriving at the conference, you will be provided with a conference badge. This badge must be worn at all times and is not transferable to any other person without prior knowledge and confirmation of AE. Anyone not wearing a badge may be asked to leave the conference vicinity.
- e. Placing a booking is deemed as acceptance of these terms and conditions on behalf of whoever attends the event.
- f. BUFDG reserves the right to change the conference programme at short notice.



SPONSOR DELEGATES

1. General Terms

- a. Sponsors and their staff, and sponsor delegates must conform to the accepted safety standards of the day.
- b. Failure to comply with this code of practice will result in the withdrawal of the permission to attend the conference.
- c. Payment for booking a sponsor delegate place or sponsorship package is non-refundable and is due even if cancellation is made before funds are received.
- d. Assured Events (AE)/ Professional HE Services (PHES) and Salford University reserve the right to cancel any sponsor and/ or sponsor delegate places if their invoices reach 30 days over the due date. It is the responsibility of the booking contact to download the invoice from the link included within the confirmation e-mail and pass this to the relevant person/department to process accordingly.
- e. Sponsors and sponsor delegates are not permitted to arrange their own independent entertainment for delegates during the course of the conference programme.
- f. Only those organisations that have been through the 'expressions of interest' selection process and invited to register are eligible to apply as sponsors/ sponsor delegates. Please do NOT register if you have not been invited to do so. We will cancel the booking and return any payment to any organisation that registers without an invitation.
- g. On arriving at the conference, you will be provided with a conference badge. This badge must be worn at all times and is not transferable to any other person without prior knowledge and confirmation from AE. Anyone not wearing a badge may be asked to leave the conference vicinity.
- h. Placing a booking is deemed as an acceptance of these terms and conditions.



2. Confirmation of Registration

- a. Confirmation of acceptance of your registration will be sent to you direct by email once you have completed the online booking process. There will be a link to your invoice within your confirmation email. Please ensure that this is paid within 30 days of receiving the confirmation email regardless of payment type chosen.
- b. If you are paying by credit or debit card, please note that a 3.5% surcharge will apply. Unfortunately, we cannot accept American Express or Diners Card.
- c. Registration cannot be accepted over the telephone and places are only guaranteed upon payment and confirmation.

3. Cancellations and Refunds Policy

- a. Cancellation of your booking will result in a 100% cancellation fee, regardless of whether the fee has actually been received by the organisers or not. Cancellation should be notified to the Conference Organiser (AE) in writing, via email at bufdg@assuredevents.com. Should you wish to cancel your booking every effort will be made to re-sell your place. If the place is re-sold a 50% refund will be made.
- b. Substitutions of attendees can be made, without incurring the cancellation charge -please let AE know if a substitution is to be made.

4. Images

- a. BUFDG/ Assured Events reserves the right to employ photographers to take photography and video of delegates at the conference. BUFDG/ Assured Events reserves the right to use any images taken of attendees at the event for marketing and advertisement purposes, without any further approval required. If you do not want to give consent for your photograph to be taken you must notify Assured Events in writing prior to the event.



5. Force majeure

- a. If the event cannot be held because of circumstances beyond our control (including fire, explosion, act of terrorism, or any act or event beyond our control) or because of any industrial action or dispute involving BUF DG, Assured Events or the hosting venue, BUF DG/ Assured Events will refund all fees paid but will not be liable for any losses whether indirect or direct suffered by delegates as a result of the cancellation of the event.

6. Additional for sponsors allocated exhibition stands only:

- a. Equipment must conform to the relevant legislation, regulations, British or EEC standards, etc., as appropriate.
- b. Exhibitors are required to provide AE with the following documentation ahead of the event, as indicated on the booking pages: H&S policy; risk assessment; method statement; and evidence of Public Liability Insurance up to £5million. Failure to supply this information will result in refused entry to site with no refunds.
- c. All off-loading and loading of exhibits will be carried out by the exhibitor and not by venue or conference staff. Once the exhibitor has off-loaded, vehicles must be moved to the designated car park. Further information on set-up, arrival, parking, etc., will follow.
- d. Advance deliveries will not be accepted, unless agreed in writing by AE.
- e. Displays involving equipment which moves must not be left unsupervised.
- f. Passageways, stairways, fire exits and fire extinguisher stations shall be kept free of obstruction at all times.
- g. All electrical fittings, wiring and appliances shall be constructed and maintained in safe condition. Particular attention must be paid to the nature of temporary wiring and the need not to overload electrical sockets. The exhibitor is responsible for ensuring all portable equipment is PAT tested.



- h. Prior approval from the AE Safety Officer is required before CO2 gas cylinders can be used. The use of compressed gas cylinders other than CO2 (e.g. LPG) or of other explosive or highly flammable substances is not permitted except under exceptional circumstances and with prior approval from the AE Safety Officer. Please contact the Conference Organiser (AE) if this is applicable.
- i. Loose packaging must be removed once exhibition stands have been assembled. The packaging should be deposited in a designated area.
- j. The exhibitor must ensure that display materials such as fabric panels, etc., are made from fire retardant materials, or have been treated so as to provide a fire-retardant surface finish.
- k. The sponsor exhibits entirely at their own risk. The venue and AE/ PHES are not liable for any losses or damage which may occur to persons or property brought into or left on the premises either by the exhibitor or their agent, contractor or clients of the exhibitor. Insurance against such contingencies is recommended. The exhibitor must also indemnify Salford University, PHES and AE against all costs, claims and liabilities sustained by any persons or to property as a result of their actions.
- l. There is no heavy lifting equipment at the event. If required, the sponsor must provide such equipment, advise AE of its presence in advance and the intended use. Such equipment is used entirely at the sponsor's own risk and all relevant safety documentation must be provided to AE ahead of the event.

7. Booking

- a. Placing a booking for any package including exhibition space is deemed as an acceptance of these terms and conditions.