



CONFERENCE BOOKINGS TERMS AND CONDITIONS

BOOKING TERMS

Us/We: St Andrew's Healthcare (company number 5176998, charity number 1104951) registered office: Billing Road, Northampton NN1 5DG.

You: the firm, organisation or person making this booking.

These terms govern the relationship between us and you under which you wish to book a place at a St Andrew's Healthcare conference/event (**event**) which, together with the booking form, constitutes the entire agreement between us.

Where you are contracting as a consumer, you may have additional statutory rights. Nothing in these terms shall affect those legal rights.

St Andrew's Healthcare reserves the right to restrict admission to its events and attendance at this event is conditional upon delegates observing the rules and regulations and Code of Conduct of the venue.

1. The submission of your registration form shall not form a binding agreement until we confirm acceptance of your registration and have received full payment. If you do not receive a written confirmation within 2 weeks of submitting the booking form to us, you should contact us in writing. You are advised not to incur any expenses in relation to the event until you have received written confirmation of your booking.

2. The price for the event is as set out on our website at the time we confirm your booking. Payment in full must be received by us in advance of the event in cleared funds. Payment sent independently of the booking form must state the details of the event and the name of the person attending.

3. The booking is personal to you but you may change the name of a booking up to the booking deadline (set out in section 3 of the booking form) by contacting us in writing. You will be required to pay a £15 administration charge and any difference in booking fees paid if the original fee was lower than that applicable to the new attendee. You must not share an event package with any other individual.

4. Our prices may change at any time, but price changes will not affect any confirmed bookings. VAT is not charged for conference delegate fees.

5. Our cancellation rights:

We may need to postpone or cancel the event in exceptional circumstances or for reasons beyond our control (including, but not limited to, lack of availability of speakers and/or low attendee numbers) or on safety grounds. In such circumstances we will refund any payment you have already made to us if any alternative time/event we may offer does not suit you.

6. Your cancellation rights:

You may cancel your booking by giving us notice in writing. Individual ticket bookings must notify us at any time up to 1 week before the event date and receive a full refund of any payment made. For group bookings, notification up to 2 weeks before the event is required to receive a full refund of any payment made. We will refund you on the credit card or debit card used by you to pay. If you have paid by cheque, we will credit the money to a bank account specified by you.

7. Liability:

7.1 Our sole obligation, and your sole remedy, for a breach of our obligations to provide the event shall be for us to provide an alternative event or, at our option, provide a refund. We shall have no further liability to you. We will not be responsible for any other costs or expenses incurred by you in booking or attending such event.

7.2 We have no liability to you for any technical issues you experience that prevent you from accessing an online conference/event.

7.3 We have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity in connection with or in any way arising out of your booking with us.

7.4 In any event, our entire liability shall not exceed the total fee paid by you to us for the event.

7.5 Notwithstanding any other provision of these terms, liability shall not be limited in any way in respect of the following: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; (c) any losses caused by willful misconduct; and/or (d) any other losses which cannot be excluded or limited by applicable law.

8. Your responsibilities:

8.1 You must ensure the attendee complies with our event rules and with our reasonable instructions and any notices whilst on our premises, including our health and safety requirements. The attendee should report any concerns, accidents or injury to us immediately.

8.2 You must ensure the attendee does not cause any disturbance or nuisance. Guests may be removed and no refund will be given.

8.3 Where parking spaces have been allocated, these are not guaranteed. All vehicles must be parked legally and considerately and removed within 30 minutes of the end of the event.

9. How we may use your personal information:

By providing your personal information on the booking form you confirm that you and the attendee are agreeing to Andrew's Centre for Developmental & Complex Trauma processing and holding it for the purposes of the event, processing your payment for the event and informing you about similar products/services that we provide. Further information about these purposes can be found in our Privacy Policy at <https://www.stah.org/privacy>

10. Other important terms:

10.1 These terms are between you and us and no other person shall have any rights to enforce them.

10.2 Marketing and other promotional material relating to our events, facilities and services are illustrative only and do not form part of our agreement with you

10.3 These terms and our agreement with you (including any disputes or claims relating to them) are governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts