

## **Hackney Education (HE), Terms & Conditions for Delegates at Conferences**

1. **Booking / Payments** All bookings made prior to the conference is a binding agreement to guarantee the delegates attendance. Payment at time of booking is not necessary. Once your booking has been made an email confirmation and a receipted invoice will be sent.

2. Invoices shall be payable within 30 days of date of issue. All payments should be made via BACS transfer. Where the delegate wishes to pay by cheque, this should be made payable to 'London Borough of Hackney' and sent to the address on the invoice.

3. **Early Bird Rate** In order to qualify for any 'early bird' rates, bookings must be received before the deadline date listed in the conference marketing material.

### **4. Substitutions & Cancellations**

Delegates may nominate an alternative person from their organisation to attend up to 24 hours prior to the start of the event, at no extra charge. Should a substitution not be possible, cancellation charges apply as follows:

- More than 30 days before the conference you will be eligible for a full credit
- 14 -30 days before the conference you will be eligible for a 50% credit
- Less than 14 days before the conference you will not be eligible for a credit
- Credits do not apply to those who are receiving free spaces as part of the CPD package.

All substitutions and cancellations must be received in writing.

5. **Access Requirements** Delegates should advise of any special access requirements at the time of registration.

6. **Registration Information** Registration information will be sent to registered delegates by email at least seven days prior to the event. Any delegate not receiving the registration information should contact us by email to [marketing@hackney.gov.uk](mailto:marketing@hackney.gov.uk)

### **7. Alterations to Programme - Cancellation/Postponement of Event**

1. HE reserves the right to make alterations to the conference programme, venue and timings.
2. In the unlikely event of the programme being cancelled by HE, a full credit will be made. Liability will be limited to the amount of the fee paid by the delegate.
3. In the event of it being found necessary, for whatever reason, that the conference is being postponed or the dates being changed, the organisers shall not be liable for any expenditure, damage or loss incurred by the delegate.

4. If by re-arrangement or postponement the event can take place, the booking between the delegate and the organisers shall remain in force and will be subject to the cancellation schedule in paragraph 4 (Substitutions & Cancellations) .

**8. Photography & Filming** For promotional purposes, there may be a professional photographer and video production taking place during the conference. Delegates who do not wish to be filmed or recorded should advise the organisers by email to [marketing@hackney.gov.uk](mailto:marketing@hackney.gov.uk) prior to the event.

**9. Data Protection** By submitting registration details, delegates agree to allow HE to contact them regarding their services. Delegates who do not wish to receive such communications please email [marketing@hackney.gov.uk](mailto:marketing@hackney.gov.uk) Contact names, job title and institution of registered delegates will be placed on the attendee list which will be passed to all attendees for them to see who is at the conference for the purpose of networking and meetings.

**10. Websites & Links** The conference and associated HE websites may link to other websites and networking tools provided for the convenience of the users. The contents of these websites are maintained by their owners, for which HE takes no responsibility. Neither can responsibility be taken for contents of any website linking to this website.

**11. Insurance** It is the responsibility of the delegate to arrange appropriate insurance cover in connection with their attendance at the conference. HE cannot be held liable for any loss, liability or damage to personal property.