

## ICIS Events Terms and Conditions

**Booking your place:** We will confirm your booking within 2 working days by email ('Booking Confirmation'). By booking your place at the event set out in your Booking Confirmation ('the Event') you are entering into a binding agreement. If you do not receive your Booking Confirmation within this time, please contact us [events.registration@icis.com](mailto:events.registration@icis.com) to confirm your booking.

**Payment:** Payment should be received by credit/debit card at the time of booking. Full payment must be received in cleared funds by our bank no less than 2 working days before the event takes place or admittance may be refused. Please note: We are unable to accept cash payments onsite at the event. Payment must also be made in full for cancellations made within 31 days of the event date set out in your Booking Confirmation ('Event Date').

**Event Networking platform:** Our networking platform allows you to exchange messages, schedule business meetings ahead of the event and view a list of fellow attendees who have also chosen to use this platform. Access to the networking platform will be available up to one month before the event, subject to full payment being received. Please note, if you have booked "Training only", you will not have access to the networking platform.

**Speaker presentations:** An electronic link will be sent within 4 business days after the event to download the presentations, where the speaker has given permission.

**Event details:** On arrival at the event, you will receive event details which will include the agenda, speaker biographies and delegate list. Please note that if you wish to be included in the delegate list you must register for the event at least **ten** (10) working days before the event commences. Please note that different event documentation will be provided at ICIS Training events.

**Cancellation Policy:** All cancellations must be made by email to: [events.registration@icis.com](mailto:events.registration@icis.com) (Registrations Dept, RBI Events, Telephone: +44 (0)20 8652 3887, +44 (0)20 8652 3819, +44 (0)20 8652 4659).

You may cancel one or more delegate place(s) at the event at any time. If cancellation is more than 31 days before the event date, as set out in your Booking Confirmation, we will at your request accept a substitution at no extra cost (please see substitute section below) or refund 75% of the applicable delegate fee. If cancellation is on or less than 31 days before the event date as set out in your Booking Confirmation, a substitute will be accepted but no refund will be given. Please note that a 'non-attending delegate' who has paid their registration fee will be deemed to be a cancellation and the delegate will be emailed, post event, a password to download speaker presentations. Delegate fees will not be refunded. Please also note that delegate places are non-transferable to other events.

**Substitutions:** If any delegate is unable to attend the event we may accept a substitute delegate at no extra cost, provided (i) we are notified by email at [events.registration@icis.com](mailto:events.registration@icis.com) with the name, job title, email address and telephone number of both the registered and substitute delegates no later than 5 working days before the event (ii) such substituted Delegate is not residing in a prohibited country or otherwise prohibited in accordance with any of the sanction regimes of the European Union, United Kingdom, United Nations or United States of America's regulatory authorities or any other applicable local regional sanctions. We reserve the right to refuse entry to the substituted delegate if we are not notified in advance as per provisions of these terms and conditions. Please also advise if a visa invitation letter is required and whether the substitute delegate has any special dietary or access requirements.

**Booking rejection:** Under these terms and conditions, the event organisers reserve the right to refuse a booking. The delegate(s) will be contacted, and any monies received will be refunded.

**Visa Invitation Letters:** In the event a visa application is declined, we will refund the delegate fee paid less an administration fee of £200 (or currency equivalent) if the following two requirements are met:

(i) We receive notification of the visa decline by email no later than 4 days prior to commencement of the event; and

(ii) The email provides satisfactory evidence of the visa refusal (e.g. copy of Embassy written refusal).

If the above requirements are not met, we will be unable to issue a refund. However, we will send a link to the event presentations shortly after conclusion of the event.

**Insurance:** It is delegates' responsibility to take out appropriate insurance to cover travel and other activities related to the event. We accept no responsibility for travel, accommodation or other expenses incurred as a consequence of cancellation or postponement of the event. We accept no liability for any other loss, including incidental or consequential loss, in excess of the amount paid for the booking.

**Hotel Bookings:** It is delegates' responsibility to book accommodation as required at the event venue and to pay for such accommodation in accordance with the venue's terms and conditions. We will provide details of accommodation available at the time of booking.

**Delegates' Liabilities:** You hereby accept liability for all your acts or omissions at the event venue and undertake to indemnify us and keep us indemnified against all liability in respect thereof and against all actions, suits, proceedings, claims, demands, costs and expenses whatsoever, which may be taken or made against us or incurred or become payable by them arising there from or in respect thereof including any legal costs and expenses and any compensation costs and disbursements paid by us on the advice of Counsel to compromise or settle any such claims.

**Alteration and Cancellation by us:** It may be necessary to alter the venue and content of the event, or the timing of the programme. If we cancel the event for any reason, we will make a full refund of any booking fees paid. If we must alter the date or location of the event this booking will be transferred to the revised date and these Terms and Conditions shall apply to the transferred booking.

**Security:** All participants are always asked to wear their badges throughout the event.

Badge holders must not allow their badges to be worn by anyone else. Any failure to comply with the foregoing is likely to lead to the badge holder and the person wearing the badge being removed from event.

Anyone obtaining a delegate or exhibitor badge by theft, deception or other illegal means will be asked to leave event.

No one under the age of 16 is permitted to attend the event unless they have obtained the prior written consent of the Organisers.

Anyone attending the event must not be involved in any activity which may disrupt event. Such activity may include participating in demonstrations, objectionable behaviour or wearing offensive apparel.

The Organisers reserve the right to exclude or remove anyone from the event and venue who does not comply with this policy or who they reasonably consider is likely to break these rules or who is prohibited from attending under any applicable sanctions, laws or regulations.

**Photographer and Filming:** Official event photographers and videographers may take photographs and films during the event. Anyone attending the event consents to such photography and filming without compensation and confirms that the Organisers shall be entitled to use such photographs and videos, which may include photographs and videos of visitors, for the purpose of marketing events in the future, for exploitation in any and all media, without liability. No other photography or filming will be permitted at RBI organised events without the prior written approval of the Organisers.

These terms and conditions are governed by English law and the courts of England and Wales will have exclusive jurisdiction over any dispute.