

Terms & Conditions

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

Payment: Payment should be received by credit/debit card at the time of booking or by invoice if requested (via email) and subsequently agreed by us. Full payment must be received in cleared funds no less than 2 working days before the Event takes place or admittance may be refused. Payment must also be made in full for cancellations made within 31 days of the Event date set out in your Registration Confirmation ('Event Date').

Speaker presentations: An electronic link will be sent post Event to download the updated speaker presentations.

Delegate Brochure: On arrival at the Event, you will receive the Event brochure 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 **10 working days** before the Event starts.

Cancellation Policy: All cancellations must be made by email to: Registrations Dept, RBI Conferences,

Email: events.registration@rbi.co.uk

Telephone: +44 (0)20 8652 3887, +44 (0)20 8652 3233, +44 (0)20 8652 4659

You may cancel one or more delegate place(s) at the Event on your booking at any time. If cancellation is more than 31 days before the Event date as set out in your Registration Confirmation we will at your option accept a substitute 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 Registration 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 to finalise the registration. The delegate will not be refunded for not attending. Please also note we will not permit the transfer of delegate places from one event to another in the event of non-attendance.

Substitutions: If any delegate is unable to attend we will accept a substitute delegate at no extra cost. Please notify us by email at events.registration@rbi.co.uk with the name, job title, email address & telephone number of both the registered and substitute delegate. Please also advise if a visa invitation letter is required and whether the substitute delegate has any special dietary or access requirements.

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:-

We receive notification of the visa decline by email no later than 4 days prior to commencement of the Event; and

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 you the 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 have to 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.

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