

Event Terms and Conditions

1. A contract shall be deemed to have been made between the Events4Healthcare Ltd of England ("E4H") and the booking client ("client") when the client has confirmed requirements via E4H website or event registration form and E4H has accepted this booking – a booking confirmation being proof of such acceptance. Events may also be advertised under the name Pf Awards.

Bookings

2. Bookings do not automatically guarantee confirmation of a place at the event. E4H will confirm all bookings in writing. Places cannot be reserved without full payment. All bookings are made on a first-come, first-served basis. E4H reserves the right to refuse bookings at its discretion.

Late Bookings

3. E4H will accept late client bookings, subject to availability up to and on the day of the event. E4H will try to ensure that late booking information is incorporated into the event administration process; however, this cannot be guaranteed if the booking is made less than 7 days before the event.

4. Bookings made within 7 days of the event must be paid by credit card at the time of booking.

Payment Terms

5. Where invoice is the elected payment method, payment is due upon receipt of an invoice and must be settled within 30 days or before the event whichever is the earliest.

Consequences of failure to pay

6. If full payment is not made when due, this will be considered a breach of contract by the client, and E4H will be entitled to reallocate the client's booking. In this instance E4H will inform the client that their booking has been reallocated.

7. In the event that the client is denied entry, E4H shall return any monies already paid by the client.

Cancellations by E4H

8. E4H reserves the right to amend or cancel any event. This includes changes to dates, times, speakers, content and the programme.

9. In the unlikely occurrence that E4H cancels an event, clients may be offered to attend an alternative event held by E4H, at no additional cost, subject to availability. Also, refer to point 34.

Cancellations by the client

10. E4H must be notified of cancellations by email to enquiries@e4h.co.uk

11. Cancellation notices received within 12 weeks or more prior to the date of the event, will be refunded in full.

12. Cancellation notices received between 14 days and 6 weeks prior to the date of the course will be subject to 50% payment.

13. Cancellation notices received within 14 days of the date of the event will be subject to full payment.

14. Cancellation charges do not apply to free events.

Booking Transfers

15. Clients unable to attend an event may transfer their booking to another event (subject to availability). Booking transfer requests must be received in writing 14 days prior to the event date to enquiries@e4h.co.uk.

16. Transfer notices received between 14 days and 6 weeks prior to the date of the course will be subject to a transfer fee of 20% of the original fee paid. If a transfer request is received before the 6 weeks, no transfer fee is applicable. Transfers cannot be made within 14 days prior to the event date, in this case the cancellation policy above will apply.

17. Clients that do not wish to transfer their booking to another event will be subject to the cancellation policy outlined above.

Failure to attend an event

18. No refunds will be provided on failure to attend an event and clients will be subject to payment in full of the original booking fee

Alterations to advertised packages

19. Every reasonable effort will be made to adhere to the event programme as advertised, however, E4H reserves the right to make changes to any event, including the dates, times, speakers, content and the programme.

20. E4H accepts no contractual liability for any changes made to an event prior to confirmation of the booking.

21. Clients agree to accept changes made to an event by E4H, after confirmation of booking. E4H will make every reasonable effort to ensure any changes are appropriate and relevant.

Promotions and Advertising

22. Advertisements or promotional materials from third parties may be presented at the event and on E4H website. Clients' participation in any third party promotion is subject to the terms and conditions associated with that promotion, and E4H will not be held responsible for any liable, loss, or damage of any kind incurred as a result.

Patents and Trade Marks

23. All trademarks, service marks, trade names, slogans, logos, and other indicia of origin that appear at or in connection with the event are the property of E4H and/or its affiliates. Clients may not copy, display or use any of these marks without prior written permission by the relevant owner. The event and/or portions of the event may be protected under patent law as the subject of issued patents and/or pending patent applications.

Limitations of Liability

24. E4H does not accept responsibility for accident, injury, or loss suffered while attending an event, unless it is directly due to negligence by E4H.

25. E4H accepts no responsibility for any loss incurred while using material or information gathered at E4H events.

26. The copyright of all materials rests with the trainer, speaker or E4H and E4H will not be held responsible for any infringements as a result of plagiarism, libel, slander or misuse of material.

27. Unless explicitly stated to the contrary, materials presented at E4H events may not be reproduced, copied, or in any way incorporated into or stored on any website, electronic retrieval system, publication or in any other form.

Booking Issues

28. Bookings are issued subject to the rules and regulations of the venue. All such rules and regulations will apply, unless otherwise specified by the venue and, where applicable, E4H.

Admission restrictions

29. E4H and venue management reserve the right to refuse admission or to eject clients in circumstances deemed reasonable (for example, due to concerns regarding health and safety, security, or environmental concerns), and may on occasion conduct security searches to ensure the safety of clients. Clients may also be refused entry or ejected from the venue on account of exhibiting anti-social behaviour or declining to be searched. No refunds will be offered to clients who are refused entry or who are ejected in these circumstances.

Responsibility

30. Neither E4H nor the venue operator will be responsible for loss, damage, death or injury incurred, unless (i) the relevant party has breached its legal obligations and (ii) such loss or damage is a direct or reasonable foreseeable result of the breach.

Compensation for loss or damage to personal property brought to the venue that occurs within the exclusions above, will be limited to the cost of repair or to replace, taking into consideration wear and tear.

Complaints

31. If you wish to make a complaint, please notify a member of E4H Team immediately. The E4H Team will take responsibility to find a speedy and satisfactory solution. In the event that you are not satisfied with the solution, please put this in writing to enquiries@E4H.co.uk

Privacy

32. Client details are managed in accordance with E4H's data protection and privacy policy. Events managed by E4H on behalf of a third party or affiliate, are subject to client information being shared with the third party organisation.

33. Photography, filming and recording may be carried out at the venue from time to time. Clients consent to being included in photographs, video and/or sound recordings which may be used by E4H, without payment, in printed and electronic media, including E4H website and social media, for promotion of E4H and its activities and may be selected for permanent preservation in E4H archives and used for research, publication, education, lectures, broadcasting, public performance, displays and exhibitions.

Force Majeure

34. Force Majeure means any circumstances, not within E4H's reasonable control including, without limitation:

- (a) acts of God, flood, drought, earthquake or other natural disaster;
- (b) epidemic or pandemic;

- (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
- (d) nuclear, chemical or biological contamination or sonic boom;
- (e) any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition, or failing to grant a necessary licence or consent;
- (f) collapse of buildings, fire, explosion or accident;

E4H will not be held liable for delay in delivery, or failure to deliver, or event cancellations due to any cause outside of E4H's reasonable control. In the instance of Force Majeure, delay or failure to deliver will not constitute a breach of contract and the timeframe for delivery by E4H will be extended by a reasonable period. No refunds will be provided as a result of Force Majeure.

Law and Jurisdiction

35. These Terms and Conditions shall be governed by and construed in accordance with the laws of England and any disputes shall be subject to the jurisdiction of the courts of England, unless otherwise submitted by E4H.