

## Working Families Events Booking Terms and Conditions

### Booking your place

1. Working Families requires a completed registration via our online ticketing system - ticketsource.
2. All contact details of the delegate must be provided at the time of booking or if this is not possible email [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk) as soon as possible.
3. By registering your place you have agreed to accept our terms and conditions and your confirmation of registration will be issued.
4. If your organisation is a current member of Working Families, and you would like to redeem one of your free event places, please book your place using the online system and choose the correct member classification. If you are unsure of your membership status please email [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk) and our Event Officer will check this for you before you book.
5. We accept payment by debit or credit card using our online booking system in sterling. If you would like to pay by any other method please email [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk)

### Cancellations

1. Cancellations and amendments must be made in writing to [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk)
2. Cancellations made:
  - 6 weeks prior to the event will receive a 75% refund
  - 4 weeks prior to the event will receive a 50% refund
  - In the event of late arrival, unattended events or cancellation of attendance less than 4 weeks prior to the event, no refund will be granted
3. No refunds will be raised until after the event.
4. For those unable to attend an event, a substitute delegate is always welcomed and encouraged at any time at no extra cost. Please email [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk)

### Booking Fees

1. The price of any of our events will be quoted in our promotional literature and on our website. Prices listed are inclusive of VAT at the prevailing rate unless otherwise stated.
2. Prices are liable to change at any time, but changes will not affect bookings in respect of which we have already sent you a booking confirmation, except in cases of obvious error.

## **Special Offer**

1. We reserve the right, from time to time, to run special promotional offers on events. Special offers may include, but are not limited to, price promotions. In the event of a Special offer, additional terms and conditions may apply which will be made available at the time of booking.
2. Any places booked at an event prior to the Special offer will not be offered the promotion retrospectively, unless specifically agreed by Working Families.

## **Confirmation of booking**

1. You will receive attendance instructions confirming timings and venue once your booking has been fully processed. If you have not received this one week prior to the event please contact us at [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk)

## **Event Venue**

1. Our events are held at different external venues around London and the UK. You acknowledge that we may have to change the published venue for the event for reasons beyond our control and in such cases you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.
2. You are liable for any loss or damage which you may cause to our external venue and agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at any venue from time to time.
3. If you have a disability or medical condition that requires special arrangements to be made, or special dietary requirements, please notify us of your requirements when making your booking either using the online booking system or email [events@workingfamilies.org.uk](mailto:events@workingfamilies.org.uk)

## **Speakers**

1. We reserve the right to vary the programme and the speakers where necessary.

## **Rights in materials**

1. All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our events (including, without limitation, notes from speaker presentations or panel discussions, slides, brochures, articles or case studies) are the property of Working Families or of our speakers. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

## **Our Liability**

1. Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings. We do not accept responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises or at external venues except for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.
2. Nothing in these event booking terms and conditions excludes our liability to you for personal injury or death caused by our negligence.

## **Events beyond our control**

1. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control (Force Majeure Event"). A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our control and includes in particular (without Limitations) the following:
  - Strikes, lock outs or other industrial action;
  - Civil commotion, riot, invasion, terrorist attack, war (whether declared or not) or threat or preparation of war;
  - Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
  - Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
  - Impossibility of the use of public or private telecommunications networks; and
  - The acts, decrees, legislation, regulations or restrictions of any government.

Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues.

## Publicity

1. We may use photographs taken at events in publicity and marketing materials, including use on our Website. Your attendance at an Event may mean that you are featured in such photographs and you are deemed not to object to the taking of such photograph. If you do object, please notify the photographer or our Events Officer at the relevant Event prior to the photographs being taken.

## Data protection and Purpose Specification

1. We collect the personal data that you may volunteer while using our website and online booking system. Personal data is solely collected for the reasons we have listed:
  - Technical administration of the website
  - Customer administration
  - Marketing and training purposes
  - Any personal data collected through our website or online booking system will be treated as confidential in line with the principles of the Data protection Act 1998.