

Events

Terms & Conditions

These terms and conditions apply to those who book tickets for and/or those who are named as delegates at events and conferences arranged by FIEC.

Data Protection

The information you provide when you book for this event is stored on secure servers. This may be within the United Kingdom or outside of Europe, where it could be viewed by our staff. We won't share your information with any other organisations for marketing, market research or commercial purposes.

Your data will be used to keep you informed about this event and other FIEC activities. If you do not wish to receive such information then please write to Data Controller, FIEC, 41 The Point, Market Harborough LE16 7QU or admin@fiec.org.uk.

Programme

We will endeavour to provide the programme and speakers as advertised. We reserve the right to change the programme or provide alternative speakers if necessary.

Bookings

Payment is due at the point of booking. It is your responsibility to check your booking data is correct and ensure we have a valid email address for you. To amend your booking, contact the FIEC office as soon as possible, at least one week before the event. Tickets are transferrable until one week before the conference begins.

We have the right to cancel a booking prior to the event – or if any individual within a group booking – if we believe it to be in our best interests to do so and, in such circumstances, will refund any payment made.

Under 18s

All those attending must be aged 18 or above. Babies under 1 can be brought to the conference by arrangement – please contact us if you plan to bring your baby.

Dietary requirements

The food is provided by the venue, and any dietary requirements must be made known to FIEC at the time of booking or at least two weeks before the event.

Complaints and Behaviour

If you are dissatisfied with any aspect of the event, in the first instance, please speak to the Event Co-ordinator during the event. If at the end of your stay you feel your complaint was not dealt with in a satisfactory manner, please contact the FIEC office no later than 28 days after the event.

Sexual harassment, or harassment of any kind, will not be tolerated. All complaints will be taken seriously. Appropriate support will be provided where needed.

If your behaviour is considered by FIEC to be unacceptable and affecting the enjoyment of others or the reputation of FIEC then you may be asked to leave the venue and any refund of costs paid to FIEC will be at our sole discretion.

If you cause any damage to the venue or to equipment owned or operated by FIEC or contractors, then you will be required to make financial recompense.

We cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) for any cause whatsoever other than in the case of proven negligence.

Cancellation by you

Should you wish to cancel your booking please contact the FIEC office on admin@fiec.org.uk as soon as possible. Cancellation will not take effect until written confirmation has been received by mail or email.

If you cancel your booking, cancellation charges will be incurred. We recommend that you take out appropriate insurance to cover you for the possibility that you are unable to attend the event. For any refunds processed, FIEC has no liability for costs incurred by you beyond those of the event ticket fees.

Cancellation Charges

- Cancellation more than 60 days before the event: Full refund less £25
- Cancellation more than 30 days before the event: 50% refund due
- Cancellation less than 30 days before the event: No refund due

We will provide a full refund if we can transfer your place to someone on a waiting list. Tickets can be transferred to someone else, e.g. someone who would like to attend in your place.

Cancellation by us

If unforeseen circumstances result in the cancellation of the event, we will offer a refund of the cost of your ticket or offer alternative conference arrangements for you to accept or decline. We will not be able to take responsibility for any consequential costs (e.g. travel expenses). The limit of our liability will be the amount you paid to FIEC.

We regret we cannot accept responsibility where the performance of our contract with you is prevented or affected by reason of circumstances which amount to “force majeure”. These

circumstances include any event which we could not, even with due care, foresee or avoid (e.g. flood, fire, storm or other extreme weather).

Insurance

Neither FIEC or the venue can be held responsible for your personal items (e.g. tablets, laptops and phones) or for any loss or damage caused to your vehicle. You may wish to take out your own personal insurance cover.

Animals

Animals are not allowed within the venue, with the exception of support dogs. Please get in touch with FIEC if you are intending to bring a service animal.

Photography & Video

By attending the event you consent to your image being used for future publicity whether in print or online. If you have a strict requirement for your image not to be used, please inform us in advance or at the start of the event. Whilst we will make every effort to ensure your wishes are met, we ask that you also take note of the positions of cameras at all times.

Sponsors/Exhibitors

At some events, external organisations may provide advertisement /exhibition stands/ sponsorship. Any revenue is used to offset costs of this event. FIEC seeks to ensure these organisations are in agreement with our ethos and aims but is not responsible for the content of external websites or adverts.