



1. INTRODUCTION

1.1 This conference is organised and managed by CFS Events Ltd, a company registered in the UK with registration number 4590739 and registered office at CFS Events Ltd, Mindenhall Court, 17 High Street, Stevenage, Herts, SG1 3UN.

1.2 References to “us” means CFS Events Ltd and references to “we” and “our” shall be construed accordingly. Reference to “you” means the entity completing a booking request and references to “your” shall be construed accordingly.

1.3 All applications to register for a conference, meeting or event are made subject to these Terms & Conditions (which shall apply to the exclusion of any terms imposed by you).

2. BOOKINGS

2.1 All applications to register for the conference are subject to availability and you making full payment.

2.2 Confirmation (or rejection) of your booking will be sent to you by email in the form of a confirmation email and receipt/invoice.

2.3 Registrations are not complete until payment has been received in full.

2.4 Delegate passes issued for use at the conference are valid for named attendee only and, subject to clause 4.2 below, cannot be transferred. You may be asked for photographic ID during the conference. If you are unable to provide identification which matches your delegate pass you may be asked to leave the conference.

3. PRICES AND PAYMENT

3.1 Our prices for attending a conference are set out on the relevant registration booking form or the relevant purchase order form or can otherwise be obtained from us upon request or from our website. Prices may be subject to change from time to time.

3.2 Bookings may be paid by credit/debit card at the time of booking; otherwise we will invoice you or your healthcare trust. Invoice payments must be received by us within 28 days of the invoice date or before the event, whichever is the earlier.

For bookings made within 28 days of the event, a credit/debit card payment will be required

3.3 If you apply to register for the conference less than 30 days before the date of the conference we will only accept payment by a credit/Debit card, unless we expressly agree otherwise in writing. If for any reason we have not received payment in full by the date of the conference you (or the attending delegate) will be asked as a condition of being allowed to attend the conference to provide payment by credit card on the day of the conference. We reserve the right to cancel your booking at any time if payment is not made.

3.4 You acknowledge and accept that if payment is not made in accordance with this Clause 3, interest on the overdue balances (including any period after the date of any judgment or decree against the Customer), and late payment fees, fall due and payable and are calculated upon the basis set out in the Late Payment of Commercial Debts (Interest) Act 1998 (as amended).

3.5 Early bird rates: Please be aware that your registration must be paid within 28 days of the early bird deadline in order to benefit from the lower rate. Any registrations which have not been paid for after this grace period will automatically be increased to the higher rate and a new invoice will be submitted.

4. CHANGES TO THE CONFERENCE AND CANCELLATIONS

4.1 It may be necessary for reasons beyond our reasonable control to alter the advertised content, timing and/or location of the conference or the advertised speakers. We reserve the right to do this at any time. Where we alter the time and/or location of the conference, we will provide you with notice of the same and will offer you the choice of either a refund, a credit for a future event of your choice (up to the value of sums paid by you in respect of the conference) or the opportunity to attend the conference as varied.

4.2 If you are unable to attend the conference we welcome substitute delegates attending in your place at no extra cost provided that we have at least 2 days prior notice of the name of your proposed substitute and have received payment in full. Please notify us of any substitutions by email.

4.3 Cancellation of Delegate Registration

More than 30 days before the start of the Event - 100% Refund (less 10% handling fee)

Between 29 days & 10 days before the start of the Event - 50% Refund (less 10% handling fee)

9 days or less before the start of the Event - 0% Refund

All cancellations to be made by email to: daisy@cfsevents.co.uk

4.4 We shall not be liable to you for travel, accommodation or other costs and expenses incurred (including wasted costs and expenses) if we are required to cancel or relocate the conference as a result of an event outside our control (including, without limitation, to acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, any strike action, lock-outs or other industrial action and a pandemic, epidemic or other widespread illness).



4. 5 COVID-19

In the instance that an event is unable to go ahead due to a COVID-19 related lockdown, CFS Events Ltd will use all reasonable endeavours to liaise with delegates in order to offer an alternative date for the meeting or to offer the event virtually. If any alternative date or virtual event is unsuitable, CFS Events Ltd will refund the delegate any payments made to date. We shall not be liable to you for travel, accommodation or other costs and expenses incurred.

5. CONTENT

5.1 All rights in all presentations, documentation and materials published or otherwise made available as part of the conference (including but not limited to any registration packs, online content or audio or audio-visual recording of the conference) (“Content”) are owned by us or are included with the permission of the owner of the rights. No (i) photography, filming or recording; or (ii) republication, broadcast or other dissemination of the Content is permitted. You shall not distribute, reproduce, modify, store, transfer or in any other way use any of the Content (save that use by the relevant delegate for improving their practice/internal business use), and in particular (but without limitation) you shall not (and shall procure that each of your delegates shall not):

5.1.1 upload any Content into any shared system;

5.1.2 include any Content in a database;

5.1.3 include any Content in a website or on any intranet;

5.1.4 transmit, re-circulate or otherwise make available any Content to anyone else;

5.1.5 make any commercial use of the Content whatsoever; or

5.1.6 use Content in any way that might infringe third party rights or that may bring us into disrepute.

5.1.7 record any online meetings/content or make copies of any content shown

5.2 The Content does not necessarily reflect our views or opinions.

5.3 Suggestions or advice contained in the Content should not be relied upon in place of professional or other advice. Whilst we take reasonable care to ensure that the Content created by us is accurate and complete, some of it is supplied by third parties and we are unable to check its accuracy or completeness. You should verify the accuracy of any information (whether supplied by us or third parties) before relying on it. The Content is provided on an “AS IS” basis without any warranties of any kind (express or implied). We hereby exclude to the fullest extent permitted by law all liabilities, costs, claims, damages, losses and/or expenses arising from any inaccuracy or omission in the Content or arising from any infringing, defamatory or otherwise unlawful material in the Content.



5.4 To the extent that any Content is made available by us online we reserve the right to suspend or remove access to such Content at any time.

6. LIABILITY

6.1 Subject to Clause 6.4, our aggregate liability to you, whether such liability arises in contract, tort (including negligence) or otherwise, for any damages, loss, costs, claims or expenses of any kind howsoever arising, out of in connection with any booking (or requested booking) made by you or otherwise in relation to a conference, shall be limited to the price paid by you in respect of your booking to attend the conference.

6.2 Subject to Clause 6.4, we shall not be liable to you for (i) any loss of profit, loss of or damage to data, loss of anticipated savings or interest, loss of or damage to reputation or goodwill or; (ii) any indirect, special or consequential damages, loss, costs, claims or expenses of any kind.

6.3 You agree to indemnify us, our staff and our affiliates and to hold us harmless to the fullest extent permitted by law, against all loss, costs, claims or expenses of any kind arising from any act or omission by you (including your delegates) during or otherwise in relation to a conference.

6.4 Nothing in this these Terms and Conditions shall limit or exclude either party's liability for:

6.4.1 death or personal injury caused by that party's negligence, or the negligence of that party's employees, agents or subcontractors.

6.4.2 fraud or fraudulent misrepresentation; or

6.4.3 any other liability which cannot be limited or excluded by applicable law.

7. ANTI-BRIBERY

7.1 You warrant that you shall:

7.1 comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010;

7.2 Breach of this clause 7 shall be deemed a material breach of these Terms and Conditions.

8. GENERAL

8.1 These Terms and Conditions (together with any documents referred to herein or required to be entered into pursuant to these Terms and Conditions) contain the entire agreement and understanding

between us and supersede all prior agreements, understandings or arrangements (both oral and written) relating to the subject matter of these Terms and Conditions and any such document.

8.2 You acknowledge that in registering a delegate place you have not relied on, and shall have no remedy in respect of, any statement, representation, warranty, understanding, promise or assurance (whether negligently or innocently made) of any person other than as expressly set out in these Terms and Conditions.

8.3 CFS EVENTS LTD is part of an enlarged Group which pledges to trade legally and respect all laws including the Trade Sanctions imposed by EU and US Governments. We operate a Group Sanctions Policy which means that we cannot allow attendees at our conferences or awards to be based, residing or connected with a country or organisation subject to EU and/or US Government sanctions and CFS Events Ltd reserves the right to refuse bookings from or entry to any such persons or organisations

8.4 These Terms and Conditions shall not create, nor shall they be construed as creating, any partnership or agency relationship between us.

8.5 You accept that communication with us may be electronic. We may contact you by e-mail or provide you with information by posting notices on our website. You agree to this electronic means of communication and you acknowledge that all such communications that we provide to you electronically comply with any legal or contractual requirement that such communication be made in writing.

8.6 Save as set out in Clause 4.2 you are not permitted to re-sell, transfer, assign or otherwise dispose of any of your rights or obligations arising under these Terms and Conditions.

8.7 These Terms and Conditions and the rights and obligations of both parties shall be governed by, and construed in accordance with, the laws of England and Wales and both parties irrevocably agree to submit to the exclusive jurisdiction of the courts of England and Wales in respect of any dispute which arises hereunder.

9. EXHIBITORS AND SPONSORS

9.1 In the instance that an event is unable to go ahead due to a Force Majeure event or due to a COVID-19 lockdown, CFS Events Ltd will use all reasonable endeavours to liaise with sponsors and exhibitors in order to offer an alternative date or virtual alternative for the meeting. If no alternative date is available,



or if the exhibitor/sponsor (acting in good faith) reasonably determines that the new dates are wholly unsuitable, or if the sponsor/exhibitor deems the virtual event unsuitable for their purposes, CFS Events Ltd will refund the sponsor/exhibitor any sponsorship/exhibition payments made to date, less 10% of the total sponsorship cost, to cover pre-event exposure which the sponsor/exhibitor has benefitted from already.

9.2 Neither party will have any further liability to the other in relation to such a cancellation.

9.3 CFS Events Ltd makes no guarantees as to attendees numbers at the exhibition, or as to numbers of people visiting an exhibitor's stand.

9.4 Cancellation by the sponsor/exhibitor:

25% of total payment amount non-refundable, plus the appropriate cancellation fee shown below:

Cancellation with at least 10 months' notice 25% of stand space

Cancellation with at least 8 months' notice 50% of stand space

Cancellation with 6 months' notice or less 75% of stand space

10. CFS EVENTS LTD PRIVACY STATEMENT

The below should give you a clear and concise overview of why and how CFS Events Ltd handles your personal data. If you have any queries at all, please do get in touch.

The name and contact details of our organisation:

OUR CONTACT FOR GDPR:

Robyn Stewart

CFS Events Ltd

Mindenhall Court

17 High Street

Stevenage

Herts

SG1 3UN

+44(0)1438 751519

THE PURPOSES OF THE PROCESSING WE UNDERTAKE:

CFS Events Ltd will process personal data:



CFS Events Ltd
Mindenhall Court, 17 High Street, Stevenage, SG1 3UN
www.cfsevents.co.uk

1. In the fulfilment of contract terms with event attendees
2. For use in organising travel & logistics for attendees at our events
3. To process for abstract submissions for events
4. To use in artwork, including in the production of meeting programmes
5. To advertise programmes for events online - with speaker's details on them
6. To advertise meetings to individuals on our databases

The lawful basis for the processing we undertake:

Collecting data for use in events management

WE WILL RELY ON 2 LEGAL BASES HERE:

- * Contractual Basis – for processing data relating to someone buying a ticket for an event
- * Legal Obligation Basis – for processing data required by companies house etc.

Collecting data for use in our email marketing campaigns

WE WILL USE 2 BASES HERE:

- * Consent Basis – for adding personal data to future marketing lists
- * Legitimate Interests Basis – for marketing to existing databases

'LEGITIMATE INTERESTS' EXPLAINED:

We hold contact data (first name, surname, email address) for past attendees at our events. The Privacy and Electronic Communications Regulations (PECR) give people specific privacy rights in relation to electronic communications. Clause 22 of PECR encompasses the idea is that if an individual bought something from you recently, gave you their details, and did not opt out of marketing messages, they are probably happy to receive marketing from you about similar products or services even if they haven't specifically consented.

We rely on the 'legitimate interests' basis for our marketing activities. We have completed an LIA for Legitimate Interests which has shown that how we use people's data is proportionate, has a minimal privacy impact, and people would not be surprised or likely to object.

If you receive an email from CFS Events Ltd and would like to opt-out of our databases. Please email admin@cfsevents.co.uk, and insert 'REMOVAL FROM DATABASES' into the subject line. We will remove your email from

our databases immediately.



WHEN WE COLLECT YOUR PERSONAL DATA:

We will collect personal data from you in the following situations:

- ¥ On our online registration systems – through EventsAir
- ¥ On Speaker & Delegate forms we send out to you to fill in
- ¥ During the abstract submission process
- ¥ Over the phone (if you are paying or registering over the phone with one of the team)
- ¥ Over email – if you send it to us via email
- ¥ Via expense forms, in order to pay your expenses

We will alert you to the fact that we are collecting personal data, and what we will use it for at the time we ask you for it. If you are ever unsure, please get in touch!

THE RECIPIENTS OR CATEGORIES OF RECIPIENTS OF THE PERSONAL DATA:

Categories of personal data collected

- Contact details, including name, email address, postal address, job title and telephone number
- Billing details, including billing address, card details for payment
- Preferences in terms of marketing content, including specialty of medicine and level of expertise of event attendees
- Passport information, including name as it appears on a passport, DOB, passport expiry date and passport number
- Logistical preferences, including closest rail station/airport
- Bank details for expenses

THE CATEGORIES OF RECIPIENTS OF PERSONAL DATA:

These are the categories of recipients we will forward your personal data to:

- Hotels
- Travel agencies
- Airlines (directly)
- Conference venues
- Our customers (where we are acting as agent)
- Faculty members/organising committees at events we are running



- Event Sponsors/Exhibitors

DETAILS OF TRANSFERS OF PERSONAL DATA TO ANY THIRD COUNTRIES OR INTERNATIONAL ORGANISATIONS:

We are committed to protecting your personal data, especially if that personal data is being sent outside of the outside the European Union, to third countries or international organisations.

We will never transfer your personal data outside the European Union, to third countries or international organisations without your informed consent. Details of the recipient of the personal data (usually a hotel outside of the EU) will be sent to you when we are for that specific personal data. As always, if you have any questions at all, please get in touch!

OUR RETENTION PERIODS FOR HOLDING YOUR PERSONAL DATA:

Contact details, including name, email address, postal address, job title and telephone number - 2 years following an event

Billing details, including, card details for payment - Deleted immediately upon payment

Billing address - 7 years – in line with account practices

Expenses Info - 2 years – due to finance queries

Preferences in terms of marketing content, including specialty of medicine and level of expertise of event attendees - Indefinitely, until deletion is requested

Passport information, including name as it appears on a passport, DOB, passport expiry date and passport number - Deleted immediately, following the event

Logistical preferences, including closest rail station/airport - Deleted following the event

YOUR RIGHTS:

You have the right to withdraw consent your consent to receiving marketing information from us at any time. If you would like to opt-out of our databases. Please email admin@cfsevents.co.uk, and insert 'REMOVAL FROM DATABASES' into the subject line. We will remove your email from our databases immediately. Please click here (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-object/>) for further information.

You have the right to access the personal information we are holding on you. Please click here (<https://ico.org.uk/for-the-public/personal-information/>) for further information. We would be happy to let you know what personal information we hold on you – just get in touch! Please email admin@cfsevents.co.uk.

You also have the right to rectification – you are entitled to have personal data rectified if it is inaccurate or incomplete. Please just get in touch with us if you have any queries about the data we are holding. Please email admin@cfsevents.co.uk.



You also have the right to erasure in certain circumstances. The broad principle underpinning this right is to enable you to request the deletion or removal of personal data where there is no compelling reason for its continued processing. Please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/> for more information. If you would like to exercise this right, please do get in touch. There is a letter template here (<https://ico.org.uk/for-the-public/raising-concerns/>), which might be useful.

If you are not happy with how we are processing your data, you are able to lodge a complaint with a supervisory authority. For more details, visit <https://ico.org.uk/for-the-public/>.

We will only process your personal data in ways in which you would expect – for ensuring your accommodation and travel bookings are made, to ensure you receive your registration confirmation etc. however, if you have any queries at all, please do not hesitate to get in touch. Please email admin@cfsevents.co.uk.

11. ONLINE EVENTS & PRIVACY:

11.1 We use Zoom to host our online events. You are able to view Zoom's privacy policy here: <https://zoom.us/privacy>

11.2 We use EventsAir events management technology. You are able to view Zoom's privacy policy here: <https://eventsair.com/privacy-policy/>

11.3 Your name and Hospital will be displayed throughout the virtual event. You are able to control the information shown to other delegates on the online event portal. You will have the opportunity to network with delegates, exhibitors and faculty at the virtual event. Your name will be searchable on the online event portal and other attendees may request to connect with you. You are able to enter exhibitor and poster presenter 'rooms' where you can chat to exhibitors over video call. You are able to disable your mic and video during these calls.

