

## Terms and Conditions:

1. Registration fees include VAT at the prevailing rate, lunch, refreshments and conference materials. They do not include accommodation.
2. In order for your booking to be processed you must agree to the terms and conditions. Your place is not guaranteed until you have received email confirmation and joining instructions from Profile Productions Ltd. If you do not receive confirmation within 24 hours please contact us at [bsdht@profileproductions.co.uk](mailto:bsdht@profileproductions.co.uk) or call 020 3725 5840.
3. Without exception, all fees must be paid in full prior to the event. Any delegates arriving at the conference with their payment outstanding will be asked to settle the balance with a valid debit/credit card before entering the conference.
4. Cancellations will only be accepted if submitted by email to [bsdht@profileproductions.co.uk](mailto:bsdht@profileproductions.co.uk) and refunded as follows:
  - a. Up to and including 11 October 2024: 100% refund, minus a £35 administration fee.
  - b. 12 – 22 October 2024: 75% refund, minus a £35 administration fee.
  - c. 23 October 2024 until the day before the start of your booking: 50% refund, minus a £35 administration fee.
5. Cancellations made on the day of your booking or non-attendance will not be refunded.
6. Substitute delegates in lieu of a refunded place are welcome if the organisers are notified at any point up to 20 November.
7. Any cancellations that still have payment outstanding will be liable for either the administration fee or the full registration fee, dependent on the date of the cancellation.
8. In the event of the BSDHT being unable to hold the OHC for reasons beyond their control, including public health warnings or epidemics, which result in the conference being cancelled, you will be offered a full refund.
9. Should the OHC be unable to take place for circumstances beyond the control of the organisers and BSDHT, and the BSDHT decide not to cancel, but to postpone the conference to an alternative date in the near future, then you will be given the option to roll your registration forward. Should you not wish to do this or are unable to attend the event on the new dates, then you will be entitled to a full refund.
10. In the event of threat of war or terrorism resulting in the cancellation of conference, then no refunds will be made.
11. Please note, all refunds will be made back to you via the same method you originally paid for your place. Please note it can take up to 7 working days for the funds to appear once the refund has been processed.
12. Neither Profile Productions nor BSDHT are responsible for travel, accommodation or other costs and expenses incurred in light of postponement or cancellation of the conference.
13. Changes to any aspect of the conference (including speakers) may be necessary due to events outside the control of Profile Productions and the BSDHT. The organisers therefore reserve the right to make any necessary amendments to the programme or timings of the event.
14. The details of registered delegates (name, place of work and occupation) will be placed on the attendee list which will be given to sponsoring companies and exhibitors and made available to delegates. Delegates who do not wish to be included on this list should advise at the time of booking.
15. **GDPR:** Profile Productions Ltd, the organiser of this conference, complies with the General Data Protection regulations of 2018. On the lawful basis of having received your consent, as indicated by your ticking the box/es, the company will hold the personal data, on behalf of the BSDHT, and said personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.
16. There may be photography and/or video production taking place during the event and the resulting images may be used for promotional purposes on-line and/or in printed materials. Delegates who do not wish their images to be included in this material should contact the organisers by email at [bsdht@profileproductions.co.uk](mailto:bsdht@profileproductions.co.uk) prior to the event.