

BSH 27th Annual Meeting – Registrations Terms and Conditions

Member Tickets

To benefit for a member's ticket, early bird or other, the delegate must have a **BSH membership** or renew their membership at expiry to continue throughout the year up to and including the annual meeting, and renewed prior to the meeting as required, until at least the 23 November. Any delegates purchasing tickets with expired or non-renewed memberships, will have their ticket cancelled so that they can purchase the non-members ticket.

Each delegate will need to provide their BSH membership number which can be found on the portal under their profile page by logging in here - <https://members.bsh.org.uk/>

All memberships will be checked, please do not enter anything other than your BSH membership number in the box provided.

Memberships are for HCPs only and are not available to industry, commercial or medical professionals.

Payments and payment methods

Where an event fee applies, event bookings will generate an invoice. This will be issued to the delegate (or other payment contact as advised) via our third-party bookings platform.

Payment methods accepted are Credit/Debit card or bank transfer for group bookings and with a Purchase Order only. Tickets will not be reserved until a purchase order has been uploaded to the registration portal.

Where required for group bookings, purchase orders must be uploaded using the link from the main contacts confirmation email and a purchase order number added to the booking process. Invoices must be settled within 30 days of the date of issue, but not later than 14 days prior to the first day of the event.

If your organisation wishes to purchase your ticket using a purchase order, please choose the group booking option. Please ensure you tick 'I am not attending' if you are making the booking on behalf of other delegates. You will need to add the purchase order number at the end of the registration process and upload the purchase order, from your accounts team, to the link in your reservation request email.

Tickets will not be reserved until a purchase order has been received via the link and invoice sent.

Purchase Orders must contain the following information:

- Names and emails of all delegates
- Name and address of the organisation
- Purchase order number
- Ticket type and fees
- BSH Membership number

Without the correct information, the purchase order will not be processed. Purchase orders must be submitted by Friday 8 November at 5pm GMT. Registration by purchase order will close on this date.

In Person Access

Please note the following:

- In person tickets will not be available to buy at the meeting
- Delegates will only be able to access the meeting with their own ticket
- Delegates are not allowed to send another delegate in their place without contacting and discussing with the events team a week prior to the meeting. Anyone turning up in place of someone else will not be given access to the meeting.

Virtual Attendance

Each delegate purchasing a ticket, in-person or virtual, will be given a unique password to access the app and virtual platform.

Virtual tickets are valid for 1 person only. Sharing of tickets is not permitted and the system will automatically shut down duplicate logins.

Sharing of logins is likely to cause technical issues. Any tickets/logins being shared will invalidate any technical or other support should you require it.

Industry Personnel Tickets

There is a limit of 5 tickets per company for medical professionals. We suggest contacting your point of contact within your company's commercial team, checking if the company will be exhibiting, to ensure cohesion with tickets and to avoid tickets being cancelled and refunded.

Cancellation or postponement of event

In the unlikely circumstance that British Society for Heart Failure, hereafter referred to as "BSH", has to cancel the event, we will refund any pre-paid registration fees. BSH shall not be liable for reimbursing the cost of travel or accommodation arrangements booked by those attending a BSH event.

In the event of a postponement, all tickets will automatically be valid for the new date, or transferable to someone else in the same ticket pricing bracket. Refunds will be available if you are unable to make the new event date.

BSH reserve the right to change the event venue within 10 miles of the advertised venue. BSH shall not be liable for reimbursing the cost of travel or accommodation arrangements booked by those attending a BSH event.

Cancellation of attendance at an event

Please let us know if you cannot attend a BSH event as soon as possible by emailing events@bsh.org.uk

Where a fee has been charged, you will be reimbursed as follows:

- For cancellations up until midnight, eight weeks prior to the first day of the event a 100% refund will be given. An administration fee may be charged
- For cancellations up until midnight, six weeks prior to the first day of the event a 50% refund will be given.
- For registrations cancelled after midnight, four weeks prior to the first day of the event, or for failure to attend the conference, no refund will be given.
- Changes will incur an administration fee as stipulated below

To cancel or amend a booking, please email events@bsh.org.uk

Name Changes

Tickets are transferable: it will be possible to amend the name on your in-person ticket to a colleague within the same ticket pricing bracket [member or non-member; nurse / AHP; consultant / GP; industry]:

- For name changes up until midnight, four weeks before the first day of the event, there will be no charge.
- For name changes up until midnight, 5 working days before the first day of the event, there will be a £20 administrative fee per ticket.
- Within 5 working days of the first day of the event, name changes will not be possible.

You will not be able to amend the name on a virtual ticket as the meeting recordings will be available to watch up to 3months after the meeting.

To arrange for a name change, contact events@bsh.org.uk

Force Majeure

For the purposes of these terms and conditions, "force majeure" means any cause beyond our reasonable control including, but not limited to, war, acts of terrorism, governmental requirements, acts of local or central government or other competent authorities, acts of God and industrial disputes.

We will not be liable to you for failure to perform any obligation under these terms and conditions or in relation to your booking to the extent that the failure is caused by force majeure.

Recording disclaimer

During this event we may do one or all of the following:

- Take general photographs at a physical event
- Take screenshots (subject to your approval for the platform to access your webcam) at a virtual event
- Record all audio output from the event
- Video record the event proceedings
- Live stream selected event proceedings

Any subsequent photographs or recordings may be used in future BSH publicity materials only. All video and audio recordings and photographs will remain the property of BSH. By registering for this event, you are agreeing to the screenshotting or photographing and/or recording and/or filming of the proceedings, as described above, being made for future dissemination by BSH.

BSH Scientific content will be streamed online, recorded and available for all ticket holders on demand for 3 months following the annual meeting. If you DO NOT wish to be photographed or video recorded, please let the organisers know on arrival at the physical event, or email events@bsh.org.uk

Conditions of attendance

You must comply with instructions and directions given by staff, BSH and stewards and agents of the venue (where relevant) and any applicable policies and procedures of which you are notified.

We reserve the right to refuse access to, or remove any delegate from any BSH event who, in our reasonable opinion has, or is likely to affect the experience of the other delegates, in our reasonable opinion is acting under the influence of alcohol or drugs, or who uses threatening, abusive or insulting words or behaviour or who behaves in a manner which may cause a breach of the peace.

BSH is dedicated to creating and maintaining a positive event experience where everyone is treated with dignity, courtesy and respect, in line with BSH's Charter.

Any discriminatory language and imagery are not appropriate at any BSH event, including in presentation material. Violation of these rules could result in exclusion from the event without a refund.

Please also refer to your own workplace's grievance and disciplinary procedures on how they handle complaints against members of staff as we may report any breach of these conditions to your employer.

CPD

To ensure you receive your full CPD points, please ensure you 'check-in' at the event on both days. The person named on the registration will be the ONLY person to receive an attendance and CPD certificate after the event.

Ticket Agent

BSH issues tickets on behalf of BSH Services Limited (its wholly owned subsidiary company) which facilitates educational and scientific events on behalf of BSH.

Students

Students are not permitted to buy tickets for the in-person meeting. They may, however, purchase a student online ticket. Please note that you will be asked to verify your student status. Student tickets are for undergraduates only.