

Cancellation or postponement of event

In the unlikely circumstance that Gem-A has to cancel the event, we will refund any pre-paid registration fees. Gem-A shall not be liable for reimbursing the cost of travel or accommodation arrangements booked by those attending a Gem-A 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.

Gem-A reserve the right to change the event venue within 10 miles of the advertised venue.

Cancellation of attendance at an event

Please let us know if you cannot attend a Gem-A event as soon as possible by emailing gem-a@brightelm.co.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.
- 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, six weeks prior to the first day of the event, or for failure to attend the conference, no refund will be given.

To cancel a booking email gem-a@brightelm.co.uk.

Name changes

Tickets are transferable: it will be possible to amend the name on your ticket to a colleague within the same ticket pricing bracket.

- 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.

To arrange for a name change contact gem-a@brightelm.co.uk.

Coronavirus (COVID-19)

Gem-A reserves the right to amend and/or cancel any elements of this event to comply with any restrictions that may be in place relating to government regulations regarding Covid19.

Payments and payment methods

Where an event fee applies event bookings will generate an invoice following confirmation of your booking. This will be issued to the delegate (or other contact as advised) via our third party bookings platform.

Prior to confirmation of your registration, you will be prompted to make payment with a credit/ debit card. If you would like to pay for your registration through another method, please get in touch with us at gem-a@brightelm.co.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
- Record all audio output from the event
- Video record the event proceedings

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

If you wish NOT to be photographed or video recorded, please let the organisers know on arrival at the event.

Conditions of attendance

You must comply with instructions and directions given by staff, Gem-A 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 Gem-A 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.

Gem-A is dedicated to creating and maintaining a positive event experience where everyone is treated with dignity, courtesy and respect.

Any discriminatory language and imagery are not appropriate at any Gem-A 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.