

Delegate Terms and Conditions



1. Definitions and Scope

1. In these Terms and Conditions the following definitions apply:
 - **“Company”** means KC Jones conference&events.
 - **“Delegate”** means the person, company or organisation placing the Order.
 - **“Organisation”** means the Society/Organisation/Association that the Company are working on behalf of.
 - **“Order”** means the contract between the Company and the Delegate for the purchase and supply of registration to the Conference/Event in accordance with these Terms & Conditions. This includes but is not limited to a delegate place, accommodation, dinner, and social events.
 - **“Event”** means the Conference/Event/Symposium/Meeting/Congress organised by the Company on behalf of an Organisation.
 - **“Venue”** means the location where the Conference/Event/Symposium/Meeting/Congress will take place as per booking information.
2. The Order constitutes the process whereby the Delegate purchases an attendance pass/passes for an Event in accordance with these Terms & Conditions.
3. The Order shall only be deemed accepted when the Company issues written acceptance of the Order (via the online booking system), at which point the agreement shall come into existence (“Commencement Date”).
4. These Terms & Conditions apply to the Order exclusively. No other terms will apply, including any terms proposed by the Delegate or implied by trade, custom, practice, or prior dealings.

2. Bookings, Payment & Invoices

5. When placing your booking using our online system, if you select the wrong classification/rate, your order will be charged as per the selection. If this is incorrect, we may be able to change this to the correct classification upon written request.
6. If the wrong classification/rate is selected (for example “member rate” when you are a “non-member”), the Company reserves the right to charge the additional amount by amending the original invoice or via a separate invoice.
7. On completion of the booking the price stated must be paid in full via online payment. If payment by invoice is available and selected, the payment terms will be stated on the invoice. All payments must be made without set-off, deduction, withholding or counterclaim.
8. All payments must be settled prior to the Event. If any issues arise preventing payment, the Delegate must contact the Company immediately. The Company reserves the right to cancel any places at the Event that have not been paid for before the event takes place.
9. The Delegate is responsible for ensuring their finance department processes the invoice on time. Registrations requesting payment by invoice will only be completed if a purchase order is provided at the time of booking. All invoices must be paid as per the terms on the invoice.
10. All fees and charges are subject to VAT (or relevant local taxes) where applicable.

11. It is the responsibility of the Delegate to arrange their own insurance cover in connection with attendance at the Event, including but not limited to travel, accommodation, cancellation, personal property, and medical expenses. The Company shall not be liable for any costs, losses, or damages incurred by the Delegate that could reasonably have been covered by such insurance.
12. In the event of cancellation at short notice due to unforeseen circumstances such as illness, family bereavement, or other exceptional situations, any refund or credit of fees will be at the sole discretion of the Company/Organisation.

3. Cancellation and Substitutions

13. If the Event is cancelled by the Company, the Company shall provide a full refund of any paid registration invoices.
14. The Company reserves the right to change the Event Venue, date, or title without prior notice.
15. The Delegate has the right to cancel the Order within 24 hours of booking, except where the Order is placed within 28 days of the Event. Cancellation must be made in writing via email. Failure to cancel in writing will result in the Order remaining binding, and payment will still be required in full.
16. For the majority of Events, cancellations received in writing at least 30 days prior to the Event will receive a refund, subject to a minimum £50+VAT administration fee. No refunds will be given after this date. However, name changes may be accepted as per clause 28.
17. If the Delegate's place at the Event is complimentary and they can no longer attend, cancellations must be submitted as soon as possible to avoid costs being incurred by the Organisation. If cancellation occurs within 7 days of the Event, an administration fee of £50+VAT may be charged, subject to the Venue/Organisation's terms.
18. For certain Events a "No Refund" policy may be in place, the administration fee may be different to the £50+VAT or timeframe for cancellations may alter. This will be documented during the Order process.

4. Liability and Limitations

19. Nothing in the Terms & Conditions shall limit or exclude the Company's liability for:
 - (a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
 - (b) fraud or fraudulent misrepresentation; or
 - (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) or any other liability which cannot be limited or excluded by applicable law.
20. Subject to clause 16, the Company shall not be liable for:
 - (a) loss of profits, sales, or business;
 - (b) loss of agreements or contracts;
 - (c) loss of anticipated savings;
 - (d) loss of use or corruption of data;
 - (e) loss of or damage to goodwill; or
 - (f) any indirect or consequential loss.
21. Subject to clause 16, 17 & 18, the Company's liability under the Order shall be limited to the amount paid under the Order.

5. Delegate Requirements

22. For the majority of events lasting one day or more, refreshments are provided during specified breaks only. If the Event does not provide refreshments this will be documented during the Order process.

Delegates must notify the Company of any dietary requirements at least 14 days prior to the Event. Requests made within 7 days will be considered but cannot be guaranteed.

- 23. The Company cannot be held responsible if dietary requirements are not provided.
- 24. Delegates with accessibility needs (e.g. wheelchair access) must inform the Company at least 14 days before the Event. Requests made within 7 days will be considered but cannot be guaranteed.
- 25. The Company cannot be held responsible if accessibility requirements are not provided.
- 26. The Company will issue a delegate badge upon registration on the day of the Event, which must be worn at all times whilst attending the Event.
- 27. Final details including Order confirmation, Venue address, accommodation details, maps, parking, and travel instructions will be sent no later than 3 days before the Event.
- 28. Once a Delegate is registered, the booking is strictly for the named individual. Requests for substitutions must be made in writing in advance of the Event.
- 29. Substitutions made without prior approval will be treated as an additional booking and invoiced accordingly.

6. Conduct and Event Rules

- 30. The Company reserves the right to refuse admission or remove any Delegate for reasonable cause. Venue security may carry out searches where necessary.
- 31. Delegates must comply with all applicable health and safety, venue, and legal requirements, including licensing, fire regulations, and public health measures. Delegates must also behave respectfully towards staff, speakers, and other attendees. Inappropriate or disruptive behaviour may result in removal without refund.
- 32. The Company is not responsible for arranging or covering travel unless included in the Order. Delegates are responsible for their own travel arrangements and the Company accepts no liability for travel disruption.
- 33. Use of transmission, recording, or any other equipment is strictly prohibited unless prior written consent is obtained from the Company. All materials, content, and information presented are the intellectual property of the Speaker/Company and may not be copied, distributed, or otherwise used without express written authorisation.
- 34. Delegates may not record, distribute, or reproduce Event content without prior consent, unless explicitly permitted by the Company or session organiser.
- 35. Delegates who fail to attend without providing notice remain liable for payment.
- 36. No unauthorised trading is permitted within the Venue.
- 37. In the interests of safety, the Company may request Delegates to leave the Venue at any time. Re-admission after the Event has ended is not permitted.

7. Data Protection and Privacy

- 38. The Company will process personal data in accordance with its Privacy Policy. Marketing communications will only be sent with consent or where permitted by law, and consent may be withdrawn at any time. Data will not be shared outside the Company's group except as required by law.
- 39. The Company reserves the right to use photographs or video footage taken during the Event in future marketing materials or websites.
- 40. The data supplied by the Delegate may also be used for communications about news, reviews, and opportunities provided by the Company.

8. Programme and Event Changes

- 41. The Company will organise and stage the Event in a professional manner but accepts no liability if any advertised speaker or participant withdraws.
- 42. The Event programme, format, timings, and speakers are subject to change without liability.

9. Governing Law and Disputes

- 43. Orders are governed by English law and subject to the exclusive jurisdiction of the English courts.
- 44. Any payment due must be made in full without set-off or counterclaim. Non-payment may result in the Delegate being liable for all collection and legal fees.
- 45. Disputes must be raised in writing within 10 working days of the invoice date. Proof of delivery may be requested.
- 46. Any complaints regarding the Event must be submitted in writing within 10 working days of the Event's conclusion. Complaints received later may not be considered.

10. Contractual Terms

- 47. Unless expressly stated otherwise, the Order does not give rise to rights under the Contracts (Rights of Third Parties) Act 1999.
- 48. The Order constitutes the entire agreement and supersedes all prior agreements, assurances, or representations.
- 49. Each party acknowledges that it has not relied on any representations not set out in the Order.
- 50. Variations to the Order must be in writing and signed by both parties.
- 51. A waiver of any right must be in writing and does not constitute waiver of future rights.
- 52. If any part of these Terms is held unenforceable, the remaining provisions remain valid.
- 53. In the event of conflicting documentation (e.g. booking forms, brochures, promotional material, or online booking terms), these Terms & Conditions shall take precedence.

11. Minors

We recognise that balancing childcare with attending a conference can be challenging. While regulations prevent us from allowing children to attend, we have introduced some measures to offer support where possible. Please note that children under 16 are not permitted at any part of the Event, with only a few limited exceptions:

- 54. 'Babes in arms' (defined as a very young baby) are permitted access to the exhibition during open periods only.
- 55. A parent/family room may be available at some Events, though this cannot be guaranteed. For details specific to the Event, please contact info@kc-jones.co.uk
- 56. Some session content at the Event may not be suitable for individuals under 16. In consideration of other delegates, we kindly ask that individuals under 16 are not brought into conference sessions.
- 57. At certain Events young people aged 16 or under may be invited to attend the Event for one or multiple sessions, as part of an organised programme or with prior written approval from the Company. In such cases, the content and environment will be reviewed to ensure suitability, and the young people must be accompanied and supervised by a responsible adult at all times.

12. Exhibition

- 58. In line with the codes of practice applicable to companies potentially attending this event, the public are not permitted to any area of the exhibition. This is beyond our control.

59. In certain cases, specific groups or individuals may not be permitted to access the exhibition or restricted areas of the Event. This may be due to ABPI guidelines or other regulatory requirements. We will make every effort to communicate any such restrictions by email in advance of the Event. However, in some situations outside our control, this information may only be available at the time of arrival/registration at the Event.

13. Force Majeure

60. The Company shall not be liable for any failure or delay caused by circumstances beyond its reasonable control, including but not limited to war, terrorism, fire, flood, severe weather, strikes, pandemics, government action, or unavailability of the Venue ("Force Majeure Event").
- a) The Company shall notify the Delegate as soon as practical.
 - b) Obligations are suspended for the duration of the Force Majeure Event.
 - c) The Company will use reasonable endeavours to reschedule or provide alternatives.
 - d) If rescheduling is not possible, the Delegate may be entitled to a refund for services not provided.
 - e) Nothing in this clause limits the Delegate's statutory rights.
61. The Company shall not be liable for any additional costs incurred by Delegates due to a Force Majeure Event. Refunds shall be processed in accordance with the cancellation policy.

14. Revisions

62. The Company reserves the right to revise these Terms & Conditions from time to time without prior notice. However, the version in place at the time of the Order will apply. Last updated February 2026.