

## Terms and conditions of registration

### Payment Terms

Payment terms are strictly 30 days net from date of invoice. Invoices not paid within 30 day net will incur an 8.5% charge. If booking within 30 days of the event payment must be received 3 weeks prior to the event start date. If within this 3-week timescale, payment must be made at time of registration.

### Invoice requests

It is your responsibility to make sure that your finance department processes the invoice in time. Registrations requesting payment by invoice will only be processed if a purchase order is entered on the payment request page. Payment must be received within 30 days of invoice issue date.

If paying by BACS please send a copy of the BACS payment advice note by email to [BSPDfinance@fitwise.co.uk](mailto:BSPDfinance@fitwise.co.uk)

### Cancellations

Notice of cancellation should be made in writing to [events@fitwise.co.uk](mailto:events@fitwise.co.uk). Cancellations received by **16th July 2025** will receive a refund minus 20% for administration costs. Unfortunately for cancellations received after this date there will be no refund and if payment has not been received delegates will still be liable for the full delegate fee, this will also apply to delegates registered after **16th July 2025**. Substitute delegates are welcome.

It is your responsibility to ensure you have the appropriate insurance in place to cover your registration costs should you be required to cancel for any reason, including medical, bereavement or travel disruption.

### External websites

The conference organising group or Fitwise Management Ltd cannot be held responsible for the content of external websites. Any contract entered into between any third-party company and a conference attendee is solely between these two parties (e.g. hotel bookings).

### Our policy on minors

We understand the challenge of juggling childcare whilst attending a conference. There are regulations in place which restrict our ability to permit children to attend but we have put measures in place to help where we can. Children under the age of 16 are regrettably not permitted to attend any aspect of the event however there a couple of exceptions:

- 'Babes in arms' (defined as a very young baby) are permitted access to the exhibition during open periods only.
- Where possible a family room or similar may be available for use during multiday conferences however this cannot be guaranteed. For further information relating to this specific event, you should contact [events@fitwise.co.uk](mailto:events@fitwise.co.uk) or call +44 (0)1506 292 042. Any questions relating to public facilities in and around the venue should be directed to the venue.

Exhibition: 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 out with our control.

Conference sessions: There is potential for the content of sessions at this event to be unsuitable for those under the age of 16. In the interests of other delegates, we also politely request that 'babes in arms' are not taken into the conference sessions.

The only exception is babes on arms are permitted access to the exhibition (but not during build or breakdown times)

**Disclaimer**

The conference organiser reserves the right to make changes to the conference programme and speakers without prior notice.

Photographs may be taken during the event and used for promotion post event – if you do not consent to this please alert [events@fitwise.co.uk](mailto:events@fitwise.co.uk)