

Terms and Conditions – Wigmore Presents 2025

Our terms

1. These terms

1.1 What these terms cover. These are the terms and conditions on which we supply tickets and access to Wigmore Presents (the Event) and the aesthetic exhibition held at the Royal College of Physicians (the Venue) on 25-27 April 2025.

1.2 Why you should read them. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

2. Information about us and how to contact us

2.1 Who we are. We are Wigmore Medical Ltd a company registered in England and Wales. Our company registration number is 03310740 and our registered office is 23 Wigmore Street, London W1U 1PL. Our registered VAT number is GB 707 513 646.

2.2 How to contact us. You can contact us by writing to us at events@wigmoremedical.com or Wigmore Presents, Wigmore Medical Ltd, 23 Wigmore Street, London W1U 1PL.

2.3 How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. Our contract with you

3.1 Your contract for the purchase of ticket(s) is formed as soon as We have processed your payment and will expire immediately after the performance of the Event for which You purchased ticket(s). However, any purchases are subject to payment card verification and other security checks and Your transaction may be cancelled if it has not passed Our verification processes.

3.2 All Tickets are sold subject to availability and to these Terms and Conditions. These Terms and Conditions should be read carefully prior to purchase and any queries relating to them should be raised with Us prior to purchase, as purchase of Ticket(s) constitutes agreement of these Terms and Conditions. A valid ticket must be produced

to get access to the Event. Please notify Us of any access requirements at the time of booking.

4. Tickets

4.1 Wigmore Presents. Wigmore Presents is a three-day conference and exhibition hosted at the Royal College of Physicians on 25-27 April 2025. You may purchase a ticket for a single day, two days or three days. Your ticket will grant you access to the exhibition, as well as food and drink for breaks and lunch. You may also wish to purchase tickets for the social event taking place at the conference. Your ticket will also give you access to the lectures however, certain lectures and workshops will only be accessible to registered doctors, dentists and nurses. The restricted lectures will be signposted before and during the event. If you have any questions regarding this, please do get in touch.

4.2 Continuing Professional Development. If you are a medical professional, you will be eligible for CPD points for each full day you attend. You will be sent a certificate via email for these points following the conference. You will be required to submit your professional registration number when purchasing your ticket in order to receive your CPD. It is your responsibility to provide this information.

4.3 Possession of a ticket does not confer any rights (by implication or otherwise) on You to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.

5. Your rights to make changes

It is Your responsibility to check Your ticket(s) as mistakes cannot always be rectified after purchase. If you wish to make a change to the ticket, you have ordered please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the tickets, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

6. Our rights to make changes

6.1 Changes to Wigmore Presents. We may make changes to Wigmore Presents including the agenda, talks and list of speakers up to and including the event days.

7. Delivering the tickets

7.1 Email. You will receive an e-ticket following the confirmation of your booking. Your e-ticket must be printed or presented on a mobile or tablet device. E-tickets will only be delivered to the email address provided at the time of booking.

7.2 Collection by you. We will also have a registration desk at Wigmore Presents, where you can pick up your ticket, or obtain a replacement in the event you lose or cannot find your ticket.

8. Refunds

8.1 Before 1 February 2025. If you wish to cancel your tickets before 1 February 2024, you will be entitled to a 90% refund. To cancel, please contact us by email on the address above.

8.2 Before 1 March 2025. If you wish to cancel your tickets before 1 March 2024, you will be entitled to a 50% refund. To cancel, please contact us by email on the address above.

8.3 Before 1 April 2025. If you wish to cancel your tickets before 1 April 2024, you will be entitled to a 20% refund. To cancel, please contact us by email on the address above.

8.4 On or after 1 April 2025. If you wish to cancel your tickets on or after 1 April 2024, you will not be able to receive a refund.

8.5 Event Rearranged. If the event is rearranged for any reason, your tickets will be valid for the new dates. Where an Event is rearranged, We will use our reasonable endeavours to notify You using the details You provided Us with at the time of ordering. We do not guarantee that You will be informed of such cancellation before the date of the Event.

8.6 Event Cancelled. If we cancel the event for any reason, you will be entitled to a full refund. Where an Event is cancelled, We will use Our reasonable endeavours to notify You using the details You provided Us with at the time of ordering. We do not guarantee that You will be informed of such cancellation before the date of the Event.

8.7 When your refund will be made. We will make any refunds due to you as soon as possible. Refunds shall only be made to the person who purchased the Tickets and, when possible, be made using the same method as was used to purchase the Tickets.

9. Security

9.1 If after accessing the event, any of the following arise, you may be banned from the event and no refund will be offered:

- (a) you behave in an anti-social or a threatening manner;
- (b) carry any prohibited items, including;
 - (i) animals (with the exception of assistance dogs);

- (ii) laser pens, fireworks, flares, smoke bombs;
 - (iii) any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives);and
 - (iv) illegal substances.
- (c) using an invalid or counterfeit ticket.

9.2 The management of the Venue reserves the right to conduct security searches from time to time to and confiscate any item which, in their reasonable opinion, may cause danger or disruption to other delegates or staff.

9.3 Ticket holders must comply with all relevant statutes, safety announcements and Venue regulations whilst attending the Event.

10. Price and payment

10.1 Where to find the price for the product. The price of the tickets will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct. No order will be accepted until We have received full payment in cleared funds. We reserve the right to cancel any booking which We reasonably suspect to have been made fraudulently.

10.2 What happens if we got the price wrong. It is always possible that, despite our best efforts, some of the tickets we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the ticket's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the ticket's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order.

10.3 When you must pay and how you must pay. We accept payment by credit or debit card.

11. Our responsibility for loss or damage suffered by you

11.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

- 11.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the tickets.
- 11.3 When we are liable for damage to your property.** If we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.
- 11.4 Personal arrangements.** Personal arrangements including travel, accommodation or hospitality relating to the Event which have been arranged by You are at your own risk. Unless otherwise stated in our Terms and Conditions, Our liability to You in connection with the Event (including, but not limited to, in the event of cancellation or rescheduling) shall be limited to the ticket price paid by You.
- 12. How we may use your personal information**
- 12.1 How we may use your personal information.** We will only use your personal information as set out in our Privacy Policy.
- 12.2 Filming and photographs.** By attending the event, you, the ticketholder, is consenting to being filmed or photographed and your image being used in footage or photographs relating to the event and any subsequent marketing.
- 13. Other important terms**
- 13.1 We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation.
- 13.2 You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 13.3 Nobody else has any rights under this contract (except someone you pass your guarantee on to).** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 13.4 If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

- 13.5 Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 13.6 Events beyond our reasonable control (Force Majeure).** For the purposes of these Terms and Conditions, 'Force Majeure' means any cause beyond Our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments. We will not be liable to You for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.
- 13.7 No partnership or agency.** Nothing in these Terms and Conditions and no action taken by You or Us under these Terms and Conditions shall create, or be deemed to create, a partnership, joint venture or establish a relationship of principal and agent or any other relationship between You and Us beyond the relationship created under these Terms and Conditions.
- 13.8 Entire agreement.** These Terms and Conditions and the terms and conditions of the Venue and any specially agreed terms constitute the entire agreement between us in connection to, its subject matter and supersede any previous terms and conditions, agreement or arrangement between us. Each of us agrees that we have not entered into these Terms and Conditions in reliance on, and shall have no remedy in respect of, any statement, representation, covenant, warranty, undertaking or indemnity (whether negligently or innocently made) by any person (whether party to these Terms of Conditions or not) other than as expressly communicated by Us to You before You have completed Your purchase or set out in these Terms and Conditions. Nothing in this clause shall operate to limit or exclude any liability for fraud.
- 13.9 Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

October 2024