



ISHA 2026 REGISTRATION TERMS AND CONDITIONS

ISHA Hip Preservation Limited (hereinafter “ISHA 2026”), registered office c/o Tc Group, The Courtyard, Shoreham Road, Upper Beeding, Steyning, West Sussex, BN44 3TN, United Kingdom, represented by the ISHA Secretariat, c/o Warrender House, Haywood Road, Moffat, DG10 9BU, United Kingdom, is the Organiser of the ISHA 2026 Annual Scientific Meeting (hereinafter “Meeting”) taking place on 8 – 10 October 2026 at Concertgebouw Brugge, 't Zand 34, 8000 Bruges, Belgium (hereinafter “Bruges Concert Hall”) and Bruges Meeting and Convention Centre (BMCC), Sint-Maartensbilk 1, 8000 Bruges, Belgium (hereinafter “BMCC”).

No companies have been engaged as Service Providers for the Meeting, meaning that delegates should respond only to communications from the Organiser.

The website <https://oaandgap-isha-2026-website.eventsair.site/> (hereinafter “ISHA 2026 Website”) is operated by the Organiser for the Meeting.

The following Terms & Conditions (hereinafter “T&Cs”) shall apply to any and all users of the ISHA 2026 Website (hereinafter “User(s)”) and to any and all persons (individually or in a group) that register to participate in the Meeting in any capacity, i.e., as delegates, students/trainees, speakers/presenters, faculty, board members, media representatives, exhibitors or sponsors (hereinafter “Registrant(s)”).

Individual sessions, activities and purchases may be subject to supplementary terms and conditions. In addition to the present T&Cs, exhibitors and sponsors of the Meeting shall be subject to the provisions of the Exhibition and Sponsorship Agreement.

1. REGISTRATION FEE CATEGORIES AND DEADLINES

The registration fee categories and deadlines are as follows.

Registration in Euros (EUR/€)

Main Programme (8 – 10 October 2026)

Fee Categories	Early Rate (before 31 July 26)	Standard Rate (1 Aug - 7 Sept 26)	Late & On Site Rate (after 7 Sept 26)
ISHA Member Physician*	EUR 695	EUR 795	EUR 995
Non-Member Physician	EUR 995	EUR 1,095	EUR 1,295
Trainee / Resident / Fellow / Student**	EUR 355	EUR 405	EUR 455
Physiotherapist / Non- Surgical Sports Clinician / Physician Assistant / Allied Health Professional	EUR 335	EUR 380	EUR 435

Non-Exhibitor Industry Rep***	EUR 1,000	EUR 1,100	EUR 1,200
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* Payment of 2026-2027 ISHA Member Dues (as well as any dues in arrears) is required in advance of meeting registration to receive the ISHA Member registration rate. Refunds of the member discount cannot be given.

** Trainee/Resident/Fellow/Student Registrants must provide proof of status or a letter from your Residency/Fellowship Programme Chair or Medical School to qualify for this rate. You can present this by:

- uploading the status document with your registration
- emailing the document to registration@ishaconference.com prior to the 2026 Annual Scientific Meeting
- presenting the document onsite at badge collection

*** Industry personnel with exhibitors or sponsors are subject to the rate set out in the Industry Prospectus and should register via the Exhibitor/Sponsor Group Portal.

Pre-Conference Programmes (Wednesday 7 October 2026)

Fee Categories	Standalone Rate	Package Rate (when booked alongside main programme)	On Site Rate
French-Language Programme	EUR 120	EUR 60	EUR 150
German-Language Programme	EUR 120	EUR 60	EUR 150
LATAM Regional Programme	EUR 120	EUR 60	EUR 150
MEAFT Regional Programme	EUR 120	EUR 60	EUR 150
Asia Regional Programme	EUR 120	EUR 60	EUR 150
Basics in Arthroscopy Programme	EUR 120	EUR 60	EUR 150

Post-Conference Programmes (Saturday 10 October 2026)

Fee Categories	Standalone Rate	Package Rate (when booked alongside main programme)
Physiotherapy & Sports Rehab Programme	EUR 145	EUR 75***

*** Available exclusively to Physiotherapist/Non-Surgical Sports Clinician/Physician Assistant/Allied Health Professional Registrants. If you are unsure of your eligibility, please contact registration@ishaconference.com.

2. REGISTRATION INCLUSIONS

2.1 ISHA 2026 ANNUAL SCIENTIFIC MEETING (MAIN MEETING)

Registration for the ISHA 2026 Annual Scientific Meeting includes:

- Admission to all scientific sessions*
- Admission to industrial exhibition
- Access to ePoster area
- Meeting materials (digital)
- Meeting mobile app
- Catering during coffee breaks on 8, 9 and 10 October, and lunches on 8 and 9 October

* Some sessions may have limited places available; these will be available on a first come basis. Pre- and post-conference programmes are subject to separate registration and fees; please see details below.

2.2 PRE-CONFERENCE PROGRAMMES

The Pre-Conference Programme fee covers participation in **one** of the simultaneous programmes (French-Language Programme, German-Language Programme, LATAM Regional Programme, MEAFT Regional Programme, Asia Regional Programme or Basics in Arthroscopy Programme) taking place on the afternoon of Wednesday 7 October 2026, including a tea/coffee break.

Registering for the Main Programme alongside one of the Pre-Conference Programmes grants a discount of approximately 50% on the Pre-Conference Programme fee.

2.3 POST-CONFERENCE PROGRAMMES

The Post-Conference Programme fee covers participation in the Physiotherapy & Sports Rehab Programme taking place on Saturday 10 October 2026, including tea/coffee and lunch.

Registering for the Main Programme alongside the Post-Conference Programme grants a discount of approximately 50% on the Post-Conference Programme fee.

3. SESSIONS WITH LIMITED PLACES

Where sessions have limited places, these will be available for booking by Registrants on a first come basis. A waiting list may be formed in the event of oversubscription. Registration for the Meeting shall not entitle Registrants to attend sessions which have attendee limits and for which they have not booked a place and had such confirmed. Further, the Organiser reserves the right to restrict the number of sessions booked by a single Registrant in order to ensure fair distribution of slots.

A refundable deposit may be required in order to secure a session booking. The deposit will be returned after the Registrant has attended the session; no-shows shall not receive a refund of their deposit. Registrants that are no longer able to attend a booked session should contact the ISHA Conference Office at the earliest convenience by emailing registration@ishaconference.com or visiting the onsite Registration Desk. The deposit shall be refunded as long as the ISHA Conference Office is informed of the cancellation no less than 1 hour prior to the session start time.

4. OPTIONAL NETWORKING ACTIVITIES

VIP Reception, Wednesday 7 October 2026

A VIP Reception hosted by the City of Bruges will take place at Bruges City Hall on the evening of Wednesday 7 October 2026. Attendance is optional and additional to attendance of the Meeting. The ticket price is EUR 10 per person. Such tickets can be added on the registration form.

Welcome Reception, Thursday 8 October 2026

Registrants are invited to attend a Welcome Reception at BMCC immediately after the end of the scientific programme on Thursday 8 October 2026. Attendance at the Welcome Reception is included with the registration fee for the main Meeting.

Gala Dinner, Friday 9 October 2026

Registrants may purchase tickets for a Gala Dinner at the Provincial Palace in Bruges on Friday 9 October 2026. Attendance at the Gala Dinner is optional and additional to attendance of the Meeting. The ticket price is EUR 160 per person. Such tickets can be added on the registration form or may be purchased from the onsite Registration Desk, subject to availability.

HIP Happens Networking Bar, Wednesday 7 October – Friday 9 October

A networking bar aimed at early career professionals will be open on the evenings of Wednesday 7, Thursday 8 and Friday 9 October. Entry tickets cost EUR 20 per person, per night. Such tickets can be added on the registration form or may be purchased from the onsite Registration Desk, subject to availability. Entry will not be granted to the bar without a ticket.

Invite-Only Networking Events

Delegates will be contacted individually relating to any invite-only networking events. Please note that ISHA reserves the right to charge a fee to cover the attendance of accompanying persons.

5. CONDITIONS OF REGISTRATION

Registration will be available online via the ISHA 2026 Website prior to the Meeting, as well as at the onsite Registration Desk during the Meeting dates, subject to availability.

Submission of an online registration shall be regarded as a firm booking and acceptance of the present T&Cs. However, registration will not be secured until full payment has been received, as detailed under Number 6 below. In the event that full payment is not received by such time, the Registrant will be refused entry to the Meeting.

Only fully completed registration forms will be accepted. Registrants requiring assistance should contact the ISHA Conference Office at E: registration@ishaconference.com, T: +44 (0)203 519 9427.

If the maximum venue capacity is reached and/or if the Registrant's registration does not comply with the present T&Cs in any way, registration may be refused or cancelled. Only fully registered attendees will be permitted to access the Meeting.

Registrants must be at least 18 years old in order to register for the Meeting. The Organiser reserves the right to ask delegates to present an official form of identification stating their age.

Media representatives shall be required to show a copy of their official press card in order to be granted entry to the Meeting.

Sponsors and exhibitors should not use the delegate registration form. A link to a group coordinator form and discount codes for your allocation of complimentary registrations will be provided to you by the ISHA Conference Office.

6. PAYMENT

The registration fee is based on the date of payment in full as per the fee deadlines mentioned above. Registration fees are quoted in Euros (EUR/€). Registration fees quoted are inclusive of VAT, if applicable.

Registrants are asked to make online payment by card (Visa, Mastercard, American Express) on the online registration form where possible; however, payment by other methods is possible by arrangement with the ISHA Conference Office. All costs associated with payment must be met by the Registrant.

If payment is being made by another individual or by an organisation on behalf of the Registrant, please include the payee details in the relevant section of the registration form to prevent processing delays.

Payment in full must be received at time of registration and no later than 1 week before the date that the Meeting begins if registering online, or at the time of registration if registering on site.

7. CONFIRMATION OF REGISTRATION

An email confirming all registration details will be sent to the Registrant upon completion of the registration form. If payment has been made in full, the email will have a receipt attached. If the Registrant has chosen the "Pay by another method" option (by agreement with the ISHA Conference Office), the confirmation email will have an invoice attached. Once the invoice has been paid, confirmation of payment should be sent to the ISHA Conference Office at registration@ishaconference.com to facilitate swift processing.

8. CERTIFICATES

Certificates of Attendance will be issued to each regular attendee via email after the Meeting. Registrants must ensure to scan in and out of each session and/or complete the necessary post-session surveys in the app; otherwise, it cannot be guaranteed that credit will be given for all sessions attended.

Certificates of Presentation can be issued to oral presenters and ePoster presenters via email after the conference, on request. Certificates of Presentation are available to presenting authors only; unfortunately, certificates cannot be issued to co-authors.

9. TRAVEL

Travel information is provided on the ISHA 2026 Website for guidance. However, Registrants remain solely responsible for their own travel arrangements and compliance with visa, vaccine, insurance, and other regulatory requirements.

10. ACCOMMODATION

Block allocations have been secured at the headquarters hotel for ISHA 2026, Grand Hotel Casselbergh, and its sister hotel, Hotel Aragon, both of which are a short walk from the venue. Registrants can book accommodation at the special discounted rates at these hotels using the details provided on the ISHA 2026 Website. Bookings are subject to the terms and conditions set out in the respective booking forms.

Alternatively, delegates may wish to book a hotel room through the HotelMap.com portal service, details of which are also provided on the ISHA 2026 Website. Kindly note that to secure the best possible rate, you should use the link provided at the end of the registration form or in your confirmation email – NOT on the ISHA 2026 Website. This is because some rates are open exclusively to registered delegates and not accessible via the website, which is open to the public. The HotelMap.com link is provided for convenience only. Registrants are responsible for verifying that they are in agreement with the terms of use of the HotelMap platform, and bookings are subject to the terms and conditions set out by the relevant hotel upon booking.

Registrants shall be solely responsible for making their own accommodation arrangements. The Organiser shall not involve itself in accommodation bookings, modifications, or cancellations.

11. VISA REQUIREMENTS

It is the sole responsibility of the Registrant to take care of his/her visa requirements.

Attendees who require an entry visa must allow sufficient time for the application procedure, and should contact the nearest embassy or consulate to determine the appropriate timing for visa applications.

The ISHA Conference Office can provide invitation letters to Registrants that have registered and paid in full. However, such invitation letter shall not constitute a guarantee of entry or commitment of any kind on the part of the Organiser to provide financial support.

12. INSURANCE

It is the sole responsibility of the Registrant to arrange appropriate insurance cover in connection with his/her attendance at the Meeting.

The Organiser, Bruges Concert Hall, BMCC, the local hosts, or any other company or individual associated with the Meeting cannot be held liable for any loss, liability, or damage to personal property.

13. SUBSTITUTIONS AND NAME CHANGES

Substitutions may be made, subject to a handling fee of EUR 20.

Registrants wishing to transfer their registration to a different person must notify the ISHA Conference Office in writing at the earliest opportunity, and at least 24 hours before the Meeting begins, along with any proof of eligibility required for the fee category selected.

After 24 hours before the Meeting begins, name changes can only be made onsite at the Registration Desk. The name change will only be made upon payment of the handling fee.

14. LOST DELEGATE BADGES

Registrants must wear their delegate badges at all times during the Meeting; access will not be granted at any time without a proper badge.

If you lose, misplace, or forget your badge, you may request a new badge at the Registration Desk. Your registration confirmation shall be required, as well as a handling fee of EUR 20. Reissue of the badge shall only be made upon receipt of the handling fee.

15. MODIFICATION OF THE MEETING PROGRAMME

The ISHA 2026 programme as published on the ISHA 2026 Website, on the conference app, or in any and all media is tentative and indicative. The Organiser and the ISHA 2026 Scientific Programme Committee reserve the right to make alterations to the Meeting programme, venue, and timings at any time. Changes to the programme shall not give rise to entitlement to any refund.

In the event of it being found necessary, for whatever reason, that the programme is cancelled, postponed or the dates changed, the Organiser shall not be liable for any expenditure, damage or loss incurred by the Registrant. The provisions of Numbers 16 and 17 below shall apply.

16. REGISTRATION CANCELLATION POLICY

Any Registrant wishing to cancel their booking must notify the ISHA Conference Office in writing at registration@ishaconference.com. Cancellations will be subject to a EUR 170 processing fee (EUR 30 for Pre- or Post-Conference Programme registration; EUR 3 for VIP Reception Tickets, EUR 5 for Networking Bar Tickets and EUR 25 for Gala Dinner Tickets, unless the ticket can be re-sold) and may take up to three weeks to be processed. Requests for refunds must be received in writing to the ISHA Conference Office by September 8, 2026. No refunds will be issued after that date. Any bank transfer fee incurred by the Organiser must be met by the payee. Refunds will be credited only to the person/organisation that paid the original registration; reimbursement to or for the benefit of third parties is excluded.

Refunds shall not be granted for unattended sessions or early termination of attendance.

In the event of the Meeting being cancelled by the Organiser, a full refund will be made. Liability shall be limited to the amount of the fee paid by the Registrant and there will not be any additional liability to the Organiser, Bruges Concert Hall, BMCC, the local hosts, or any other company or individual associated with the Meeting organisation.

17. FORCE MAJEURE

In the event that the Meeting cannot be held or is postponed due to a case of force majeure or due to events which are not attributable to wrongful intent or gross negligence of the Organiser or its authorised agents, liability shall be limited to the amount of the fee paid by the Registrant and there will not be any additional liability to the Organiser, Bruges Concert Hall, BMCC, the local hosts, or any other company or individual associated with the Meeting organisation.

A case of force majeure shall include all acts, events, non-performance, omissions, or accidents beyond the control of the Organiser and its authorised agents, including but not limited to:

- strikes, closures, or other industrial action;
- civil unrest, riots, invasions, terrorist attacks, threats of terrorist attack, war (whether declared or not declared), or threat of and/or preparation for war;
- fires, explosions, storms, floods, earthquakes, subsidence, epidemics, pandemics, or other natural disasters;
- failure of or accident involving maritime, postal, air, road, or other means of private or public transport;
- impossibility of using public or private telecommunications networks;
- acts, decrees, laws, regulations, or restrictions imposed by any and all governments.

The Meeting shall be postponed for as long as the force majeure continues, and may be rescheduled or cancelled, at the discretion of the Organiser.

Registrants shall be offered the possibility to apply their paid registration fee to the rescheduled Meeting, or to request a registration cancellation and full refund.

18. PRIVACY POLICY

The Organiser (data controller) will hold the personal information supplied in connection with registration as a record of attendees and parties expressing interest. The Organiser and its authorised agents (data processors) will use such data in order to process Registrants' attendance. By registering for the Meeting, the parties concerned are agreeing that the Organiser and its authorised agents may use that personal information to contact them by email, direct mail, telephone, or fax in order to supply information relevant to the Meeting.

The Organiser undertakes personal data processing in accordance with the General Data Protection Regulation (hereinafter "GDPR"). For further information, please refer to the [ISHA Privacy and Data Security Policy](#).

19. COOKIES

Cookies are in use on the ISHA 2026 Website. Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes. They are small text files that a website can use to recognise repeat users and facilitate their ongoing access to, and use of, the site. They do not pose a threat to your system or files. You can disable cookies by setting your browser accordingly. However, if you do choose to disable cookies, you may not be able to enjoy the full range of services provided through the ISHA 2026 Website.

20. PHOTOGRAPHY AND FILMING

The Meeting will be audio and video recorded and photographs will be taken by the Organiser and/or its authorised agents. Such recordings and photographs may be used to promote or report on the Meeting in any shape or form and in all media, including social media.

In registering for the Meeting, Registrants agree to their voice and/or image being captured and published in the context described. This shall not give rise to entitlement to any payment, compensation or claim of any kind.

Registrants who do not wish to be photographed or filmed are asked to politely inform the relevant photographer or videographer that they should not be included in footage captured.

Presenters will receive a separate authorisation form pertaining to publication of recorded presentations on ISHA Academy and any other relevant platforms.

21. INTELLECTUAL PROPERTY

All parts of the ISHA 2026 Website (name, logo, photographs and illustrations, data structure, etc.) are under the sole ownership of the Organiser and/or third parties with which the Organiser holds a licence for use. It is strictly forbidden to use (copy, save, reproduce, modify, etc.) any or all of such content without the prior written consent of ISHA 2026. Any unauthorised use will be legally pursued.

22. LIABILITY

The Organiser undertakes to ensure that the information provided on the ISHA 2026 Website and at the Meeting is as accurate as possible. However, the Organiser cannot guarantee the completeness, reliability or relevance of the information, and/or its adequacy with regard to the requirements of the user. The Organiser, the local hosts, or any other company or individual associated with the Meeting organisation shall not be held liable in the event of non-substantial differences between the visuals and characteristics appearing in their media and in the products and services delivered.

Views expressed by speakers, sponsors and/or exhibitors are their own. The Organiser shall not accept liability for any advice given or views expressed by any speaker, sponsor and/or exhibitor at the Meeting or in any material provided to delegates. In addition, the Organiser, the local hosts, or any other company or individual associated with the Meeting organisation shall not be responsible or liable for any direct or indirect loss or damage of any sort incurred as the result of the services or information provided in connection with the Meeting.

Registrants and Users declare to be aware of the fragility of the internet, particularly in terms of the propagation of viruses, for which the Organiser and its authorised agents and technology suppliers cannot be held responsible. Users shall be responsible for implementing solutions and security measures within their own equipment to help prevent the spread of viruses.

The Organiser and its authorised agents and technology suppliers shall not be held responsible for any damage resulting from

- temporary or total unavailability of all or part of the ISHA 2026 Website, or difficulties relating to response time or lack of performance;
- cases of force majeure as defined under Number 17 above;
- any use of the ISHA 2026 Website that is not in compliance with the present T&Cs;
- any fault on the part of the User;
- any breach of the present T&Cs by means of fault, negligence, omission, or failure on the part of the User, or implementation of any technical process that is contrary to the letter or spirit of the present T&Cs, such as use of robots or automated queries.

In general, the Organiser shall not be held responsible for the faults of third parties not acting under its control. Its liability shall also be limited to direct damage for which it can be proven responsible.

Registrants and Users may only engage the responsibility of the Organiser after having notified the Organiser by recorded delivery of the alleged breach and after no response has been received for a period of 30 days from receipt of such formal notice.

23. WARRANTIES

Users and Registrants guarantee that they:

- have the right and capacity to be bound by and to comply with the present T&Cs;
- will respect the present T&Cs and ensure that they are respected by any person acting in their name and on their behalf;
- will only use the ISHA 2026 Website and the products/services provided therein to participate in the Meeting in accordance with the present T&Cs.

Any use that is illegal or in contravention of the present T&Cs may result in immediate cancellation of registration and/or refusal of access to the Meeting and/or suspension of the ISHA 2026 Website without compensation, notwithstanding the Organiser's option to pursue legal action and/or demand for damages.

In particular, Users and Registrants expressly agree to refrain from:

- making unauthorised access to the Meeting and/or the ISHA 2026 Website;
- using the ISHA 2026 Website or participating in the Meeting with any commercial purpose;
- using the ISHA 2026 Website or participating in the Meeting in any illegal manner, for any illegal purpose, or in a manner incompatible with the present T&Cs;
- hindering or disrupting the performance of the ISHA 2026 Website and/or the Meeting;
- tampering with any technical protective measures in place on the ISHA 2026 Website;

- attempting to damage the reputation of the Organiser, Bruges Concert Hall, BMCC, the local hosts, or any other company or individual associated with the Meeting organisation by any means of public communication.

The Registrant expressly states that the information that he/she provides via the ISHA 2026 Website is complete and accurate and does not infringe the rights of third parties, and in particular that it does not impersonate a third party, and holds the Organiser harmless thereof. Registrants are informed of the need to regularly update their personal information, for which they are solely responsible.

Users and Registrants guarantee to hold harmless the Organiser and its authorised agents against any recourse or claims by a third party due to any breach of the aforementioned provisions and/or generally their use of the ISHA 2026 Website and/or participation in the Meeting, including any legal and procedural costs, and as such undertake to intervene in any legal proceedings initiated against the Organiser and/or its authorised agents.

24. EXTERNAL LINKS

The ISHA 2026 Website, conference app and/or marketing communications may contain hyperlinks to other websites and tools provided for the convenience of delegates. The content of these websites is maintained by their owners, for which the Organiser takes no responsibility. Neither can responsibility be taken for the content of any website linking to the ISHA 2026 Website. Users are recommended to check the policies of such websites independently.

25. TRANSFERABILITY

The Organiser shall be authorised to transfer rights and obligations arising from the present T&Cs to any person or company at any time, without Users or Registrants being able to oppose or invoke any prejudice.

Users and Registrants are prohibited from transferring their rights or obligations arising from the present T&Cs to any other natural or legal person.

26. DIGITAL CONSENT AND PROBATIVE FORCE

Registrants acknowledge and accept that submission of the online registration form shall be considered to constitute proof of their acceptance of the present T&Cs. For Users, continued use of the ISHA 2026 Website shall constitute such proof.

Registrants acknowledge and accept that any contractual document with the Organiser may be drawn up in digital form and communicated by any digital medium, or sent to the Registrant by email at the address indicated by the latter. If such document is communicated to the Registrant by email, the latter expressly accepts that all exchanges with the Organiser can take place by email and recognises them as having probative value.

Registrants acknowledge and accept that the computerised data stored in the Organiser's servers under reasonable conditions of security and integrity are considered, in an irrefutable manner, as proof of acceptance of the present T&Cs and as proof of all exchanges between the Organiser and the Registrant. Consequently, except for a manifest error by the Organiser proven by the Registrant, the latter shall not be able to contest the admissibility, validity, or probative force of documents established by the aforementioned digital means on the basis of any legal provision whatsoever which would specify that certain documents must be written or signed to constitute evidence. Thus, such digital documents constitute evidence and, if they are produced as evidence by the Organiser in any contentious or other proceedings, shall be admissible, valid, and enforceable in the same way, under the same conditions, and with the same probative force as any document established, received, or kept in writing.

27. INTERPRETATION AND MODIFICATION OF THE T&Cs

The present T&Cs may be modified and updated by the Organiser unilaterally and at any time and without prior notice, particularly in order to adapt to legislative or regulatory developments.

If any of the stipulations of the present T&Cs is declared void with regard to a legislative or regulatory provision in force and/or a court decision having the force of *res judicata*, this shall in no way affect the validity of the other clauses, which shall remain fully applicable.

The fact that the Organiser does not require the application of any clause of the present T&Cs, whether permanently or temporarily, may in no case be considered a waiver or such clause or any other.

In case of difficulty of interpretation between any of the titles appearing at the head of the clauses, the titles shall be declared non-existent.

28. DISPUTE

In the event of a dispute relating to the execution of the present T&Cs, the User or Registrant must first contact the Organiser in writing at registration@ishaconference.com. In the event of absence of response within 1 calendar month of receipt of his/her request, the User or Registrant may submit the dispute to a mediator, who will attempt, with complete independence and impartiality, to bring the parties together with a view to reaching an amicable solution. In the event that such amicable agreement fails to be reached within 2 calendar months of commencement of the mediation, the parties may bring the dispute to judicial resolution in accordance with the provisions stated under Number 29 below.

29. APPLICABLE LAW AND JURISDICTION

The present T&Cs shall be subject to the laws of England and Wales.

In the absence of amicable agreement between the parties, all disputes shall fall within the jurisdiction of the courts of England and Wales.

Last updated: March 2026