

## REGISTRATION TERMS AND CONDITIONS

1. The ARA 2026 Annual Conference is an event administered by the Archives and Records Association (UK & Ireland) (ARA).
2. For the purposes of these Terms and Conditions:
  - (a) "Event" means the 2026 Annual Conference;
  - (b) "Organiser/s" means **ARA**, a charity registered in England and Wales (Charity Number 1041063) and in Scotland (Charity Number SC041671), and a company limited by guarantee registered in England and Wales (Company Number 2969472), with its office address at The Keep, Creech Castle, Taunton, TA1 2DX, United Kingdom; **and Opening Doors & Venues Ltd**, a professional conference organiser contracted by ARA, registered in England and Wales (Company Number 11800809), with its registered address at 5 Camel Cottages, Holy Cross Green, Clent, Nr Stourbridge, DY9 0HG, United Kingdom.
  - (c) "Delegate/s" means an individual, whether part of a group or otherwise, by whom (or on behalf of whom) a booking of a place to attend (attendance at) the Event has been made which has been confirmed by the Organiser;
  - (d) "Registration Fee" means all monies owing to ARA for attendance at the Event; some bookings are free but where a Registration Fee is required it must be paid in full (including VAT if applicable) to the Organiser;
  - (e) "Online Booking Form/s" means any registration form available via the conference website that allow the Delegate to book their place at the Event;
  - (f) "Booking" means the Confirmed Registration or Confirmed Application to Register made by the Delegate;
  - (g) "Substitution" means any circumstance where a Delegate who has paid in full is unable to attend the Conference and arranges for another individual to attend the Conference in their place, in agreement with the Organiser;
  - (h) "Force Majeure Event" means any event which the Organiser or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, but are not limited to, war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, strike, natural or nuclear disaster, adverse weather conditions, power or internet outage, fire, enforced period of national mourning, government declaration of national emergency, epidemic or pandemic and all similar events outside the Organiser's control or the control of the supplier concerned.

### Registration

3. Registrations for the Event are only accepted via the Online Booking Form/s
4. Registration cannot be accepted over the phone and places are only guaranteed upon full payment and receipt of the Registration Confirmation Email.
5. By submitting the booking form online and ticking the box to confirm the Delegate has read and understood these Terms and Conditions, the Delegate is making an offer to attend the Event subject to these Terms and Conditions.
6. Once the Delegate has completed their online booking form, they will automatically be sent a confirmation email which will either be a:

- (a) **'Confirmation of Registration'** for the Event, with an invoice that will show as paid and a payment receipt – *in the case of payments made online by card*;
  - (b) **'Confirmation of Application to Register'** for the Event with an invoice – *in the case of payment by bank transfer on receipt of invoice*; once payment is received in full, you will be issued with the Confirmation of Registration Email and payment receipt;
7. The Confirmation of Registration Email will be deemed as confirmation of the Organiser's acceptance of the Delegate's registration for the Event and such acceptance brings into existence a legally binding contract between the Organiser and the Delegate, comprising these Terms and Conditions, the Delegate's Online Booking Form and the Registration Confirmation Email.
  8. Delegates agree that any information provided to the Organiser at registration or at any other time will be true, accurate and complete, and that Delegates will ensure that this information is kept up to date at all times.

### Payment & Fees

9. All fees for Events will be displayed on the Event website in Pounds Sterling, inclusive of VAT where applicable.
10. The Delegate shall have no right to attend the Event until the Registration Fee has been paid in full and the Organiser may prevent the Delegate from attending all or any part of the Event, without liability to the Delegate.
11. The preferred payment method is online, by card, at point of registration.
12. Bank Transfer payment on receipt of invoice is permitted, however, where an invoice is requested, payment will be required within 14 days of invoice date.
13. Notwithstanding clause 12, payment for Early Bird tickets must be **received by the Organisers no later than 1 June 2026**.
14. When paying by bank transfer, all bank fees and transfer costs must be prepaid by the transmitter.

### Cancellation & Refund Policy

#### Cancellation by us

15. The Organiser may cancel the Delegate's Booking by giving notice in writing for any reason (other than set out at clause 16) at any time prior to the date of the Event. If the Organiser cancels the Booking pursuant to this clause 15, the Organiser shall refund the Registration Fee paid by the Delegate in connection with their attendance at the Event.
16. The Organiser may also cancel the Booking at any time, without liability to the Delegate, if:
  - a. The Delegate fails to pay any sum owing to the Organiser in connection with the Event in accordance with the payment terms set out at the **"Payment & Fees"** section above; or
  - b. The Delegate breaches these Terms and Conditions; or
  - c. The Organiser is unable to host the Event due to any reason beyond the Organiser's reasonable control (including but not limited to fire, explosion, flood, adverse weather conditions, terrorism, pandemic or epidemic).

17. If the Event cannot be held or is postponed due to a Force Majeure Event, or such other event beyond the control of the Organiser, the Organiser accepts no liability to any Delegate for any damages, costs, or losses incurred, such as financial losses or any other consequential losses, including any pre-booked accommodation and travel.
18. In the event of a Force Majeure Event occurring, the Organiser may choose to cancel the Event, and in such instances will reimburse any Registration Fees paid by Delegates in full.
19. Notwithstanding clauses 17 and 18, the Organiser reserves the right if a Force Majeure Event occurs to change the format, location and/or dates for the Event, and to hold the Event in a different format, location and/or on other dates (Replacement Event) without any liability to the Delegate. The Delegate will be able to carry over any Registration Fees paid in relation to the Event to the replacement event or request a full refund. Any increases to the Registration Fee for the Replacement Event will be charged back to the Delegate.

**Cancellation by you**

20. Subject to clauses 15 and 16 above (cancellation by us) and the remainder of this clause, if after Booking the Delegate wishes to cancel their attendance at the Event, the Organisers operate a graduated refund policy depending on how much notice of cancellation is received, which is as follows:

<p><b>Cancellations received on or before Tuesday 9 June 2026</b> (being eight (8) weeks prior to the Event)</p>	<p>A full refund will be made. <i>£25 will be retained to cover cancellation and administrative costs</i></p>
<p><b>Cancellations received from Wednesday 10 June 2026 to Tuesday 7 July 2026 inclusive</b> (being more than four (4) weeks but less than eight (8) weeks prior to the Event)</p>	<p>50% of the booked fee will be retained</p>
<p><b>Cancellations received on or after Wednesday 8 July 2026</b> (being four (4) weeks or less prior to the Event) <b>or in the case of “no shows”</b></p>	<p>100% of the booked fee will be retained</p>

21. Requests of cancellation must be made in writing to [ARAconference@opening-doors.org.uk](mailto:ARAconference@opening-doors.org.uk), and are not binding until an acknowledgement is received from the Organisers. If the Delegate doesn't receive this within one week of their cancellation request, the Delegate must contact +44 (0) 1562 731788 to confirm it has been received. No requests to cancel will be deemed accepted until the Delegate has been advised by the Organiser in writing.
22. The Organiser will not, under any circumstances, refund aborted travel or accommodation costs incurred by the Delegate, associated with the Event, whether the Booking is cancelled by the Delegate or the Organiser. **We recommend that the Delegate insures against any such losses or ensures their travel or accommodation booking can be cancelled without penalty.**

### Substitutions & Amendments

23. The Delegate may amend their booking prior to the Event. Please note cancellation charges (as per breakdown above) apply if a reduction in the amount due has arisen from amendments made.
24. The Delegate may substitute an original Delegate with another person, without charge, up 14 days (inclusive) before the Event, by notifying the Organiser in writing.
25. Within 13 days (inclusive) of the Event, substitution of one delegate for another can be made at the discretion of the Organiser - please contact the Organiser with any queries regarding this.
26. Any special dietary requirements cannot be guaranteed if the Organiser is informed of these 14 days or less before the Event. Please be mindful of this fact when requesting a last-minute substitution or amendment.

### Privacy & Data Protection

27. The Organiser take the Delegate's privacy seriously. Please read the Event [Privacy Notice](#), which explains how the Organiser collect, use, store and protect Delegate personal data in connection with the Event.

### Photography & Recording

28. Photo and video content will be captured during the Event. The Organiser and third party stakeholders intend to use some of these materials for marketing promotion of the Event or future conferences. If the Delegate wishes to view photos or videos in which they appear or if the Delegate prefers not to appear in any such material, please contact the Organiser on [ARAconference@opening-doors.org.uk](mailto:ARAconference@opening-doors.org.uk).

### Delegate Obligations

29. Delegates at the Event must comply with the accepted safety standards and [Conference Code of Conduct](#) notified to the Delegates in advance and/or on the day of the Event.
30. Failure to comply with these codes of practice will result in the withdrawal of the permission to attend the Event.
31. On arriving at the Event, Delegates will be provided with an Event badge. This badge must be worn at all times and is not transferable to any other person without the Organiser's prior knowledge and confirmation by the Organiser. Anyone not wearing a badge may be asked to leave the Event vicinity.
32. If the Delegate has any special dietary or other health related requirements, the Organisers will normally be able to accommodate these needs if confirmed in advance. The Organiser strongly recommend that the Delegates detail any specific requirements when submitting the Online Booking Form or by contacting the Organiser no later than 14 days prior to the Event. Changes cannot be guaranteed after this time.

### Event Materials

33. The copyright and all other intellectual property rights of all Event materials and the specifications shall remain the sole and exclusive property of the Organiser and the Organiser's licensors. The Delegate undertakes they will not copy or permit the copying of Event materials, or distribute any materials via internet or intranet, or disclose or permit the disclosure or sell or hire the same to third parties.

34. The Organisers agree to grant to you a non-exclusive royalty free licence to use the Event materials for the Delegate's internal purposes but not for external commercial purposes.

### **Event Delivery**

35. The Organiser will make all reasonable efforts to deliver the Event as described in the Event material or specification on the Event website. However, the Organiser retains the right to make reasonable adjustments to the content and delivery of the Event, including the Event programme or speaker line-up, if necessary, at short notice.
36. The Organiser will provide all Delegates with the opportunity to test their ability to access the Event mobile app in advance of the Event. It is therefore the responsibility of all Delegates to ensure their own app access. The Organiser will not be held liable for the inability of Delegates to access the app, nor for networking issues outside of the Organiser's control. The Organiser will however do what is reasonably possible to assist all Delegates in accessing the app.

### **Disclaimer**

37. Nothing in these Terms and Conditions shall limit or exclude a party's liability for death and/or personal injury caused by the negligence of that party or its employees, agents or subcontractors, for fraudulent misrepresentation and any other liabilities which cannot as a matter of law be limited and/or excluded.
38. Subject to clause 37, the Organiser cannot accept responsibility and expressly excludes liability for any loss or damage to the Delegate's property that occurs whilst at the Event. The Delegate should take particular care not to leave mobile phones, iPads or laptops unattended at any time. Furthermore, the Organiser shall under no circumstances whatsoever be liable to the Delegate, whether in contract, tort, breach of statutory duty or otherwise, for any loss of profit, loss of business, loss of data or software, pure economic loss, or any indirect or consequential loss arising under or in connection with this Booking. The Delegate indemnifies the Organiser and the Event venue owner in full against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by the Organiser and the Event venue owner in relation to persons or to property at the Event as a result of the Delegate's negligent actions and/or breach of these Terms and Conditions.
39. Subject to clauses 37 and 38, the Organiser's entire liability to the Delegate under or in connection with this Booking shall be limited to a sum equal to the Event Fee payable for the Delegate's attendance.

### **Other Terms**

40. Failure or neglect by the Organiser to enforce any provision of the Event Booking shall not be construed nor shall it be deemed to be a waiver of the Organiser's rights under the Event Booking and shall not prejudice the Organiser's rights to take subsequent action.
41. The Event Booking constitutes the entire agreement between the parties in relation to the Delegate's participation in the Event. The Delegate acknowledge they have not relied on any statement, promise or representation made or given by or on behalf of the Organiser which is not set out in the Event Booking.

42. These Terms and Conditions shall be governed by and construed in accordance with English law and each party irrevocably agrees to submit to the exclusive jurisdiction of the English courts.
43. These Terms and Conditions may be amended at any time and updated versions will be published on the conference website.