

1. The organiser of the NPPG Annual Professional Conference and Exhibition is Profile Productions Ltd, Boundary House, Boston Road, London, W7 2QE
2. Registrations can only be accepted on completion of an online registration. Completion of this registration constitutes a legally binding agreement, and you must agree to the terms and conditions, in order for your booking to be processed.
3. Your place is not guaranteed until you have received email confirmation from Profile Productions Ltd.
4. Confirmation will be sent to you within 24 hours of your booking being made. If you do not receive confirmation within 24 hours of your booking being made, you should contact Profile Productions by email at admin@nppg.org.uk. It is your responsibility to contact us to ensure your place is booked.
5. All invoices should be paid within 21 days of the invoice date and MUST be paid prior to the conference in all cases. Failure to do so may result in your place being cancelled.
6. The delegate is responsible for ensuring payment to Profile Productions Ltd. has been made. Any delegates arriving at the conference with their payment outstanding will not be permitted entry to the conference unless a purchase order number has been provided or payment is made onsite.
7. Full conference registration fees include VAT at the prevailing rate, refreshments, Friday and Saturday lunch, Saturday dinner (where booked) and access to the conference app.
8. Those booking 'Friday only' tickets, please note these do not include a dinner ticket, these need to be purchased separately.
9. Cancellations will only be accepted in writing to admin@nppg.org.uk. Cancellations received on or prior to Friday 11 September 2026 will be refunded subject to a £35 administration fee. If a cancellation is made after this date, we regret that no refund can be made. Substitute delegates will be accepted at any time but please notify the organisers in writing of any name changes 72 hours prior to the event. Any cancellations that still have payment outstanding will be liable for either the administration fee or the full registration fee, dependent on the time of the cancellation.
10. Any delegate registered to attend who, for whatever reason, may not be able to attend the conference, is still liable for payment as per the cancellation policy in item 9.
11. Attendance fees will not be refunded in the event of threat of war, terrorist or other circumstances outside of the organisers' control.
12. There will be photography and video production taking place during the conference and the resulting images may be used for promotional purposes. Delegates who do not wish their images to be included in this material should contact the organisers by email at admin@nppg.org.uk prior to the event.
13. By registering for the event, you are agreeing to your details being passed to the supplier of the hybrid event app (EventsAir) to set up an account so that you may access the event. When you register, an account will be created with all the information that you entered. This account will allow you to access the app and the attendees' list to network before, during and after the event. For further information on your data processing and your rights, please refer to EventAir's protection of data policy: <https://www.eventsair.com/privacy> or contact EventsAir