

## Terms and Conditions

### 1. Registration, cancellation, and substitutions

#### Terms for 2025 conferences

- Cancellations must be made in writing at least 10 business days before the event. A processing fee of £175.00, €200.00 or \$250.00 will be charged depending on the event currency.
- Cancellations received less than 10 business days before the event are liable for the full registration fee. This also applies to registrants who do not attend.
- Substitutions are permitted if submitted in writing, including the names of both the original and substitute registrants.

#### Terms for 2026 onwards

### 1. Registration, cancellation, and substitutions

#### *For non-refundable tickets*

- All ticket purchases are non-refundable and non-transferable to another event.
- No cancellations or refunds once payment is processed.
- Replacement delegates may be nominated at no additional cost if submitted in writing at least 5 business days before the event. After this time, a processing fee of £175.00, €200.00 or \$250.00 will be charged depending on the event currency.

#### *For a flexible ticket options*

- Enhanced enhanced cancellation rights:
  - Full refund (excluding add-on fee) if cancelled  $\geq 21$  business days before the event.
  - 50% refund if cancelled between 20 and 6 business days before the event.
  - No refund if cancelled within 5 business days of the event.
- The add-on fee itself is strictly non-refundable.

#### *Refund process*

- All cancellation requests must be emailed to [info@registrations.tac-insights.com](mailto:info@registrations.tac-insights.com).
- Approved refunds will be processed within 10 working days, using the original payment method.
- Any refunds relate specifically to the associated conference fees only. TAC Insights Ltd. shall not be liable for indirect, incidental, or consequential losses (including travel, accommodation, business opportunity, loss of profit).
- Obtaining a valid visa is the registrant's responsibility. Failure to obtain one does not entitle a refund, unless a flexible ticket add-on is purchased.

#### *Non-attendance*

- Registrants who do not attend remain liable for the full registration fee.

## 2. Payment

- Payment must be received before the conference or within 30 days of the invoice date, whichever is sooner.
- Payments must be made in the event currency.

- Late payments will incur a £175.00, €200.00 or \$250.00 fee (currency is dependent on event location). Post-event content will be withheld until payment is received.
- Bank transfer fees, currency conversion, or payment-related charges are the registrant's responsibility.
- Promotional discounts – cannot be combined, transferred, or applied retrospectively.

### 3. Liability

- You agree to indemnify and hold TAC Insights Ltd. harmless against any claims, losses, damages, or expenses arising from your negligence or breach of these terms.
- You are responsible for arranging insurance to cover attendance risks, including postponement or cancellation.
- TAC Insights Ltd. accepts no liability for technical malfunctions, unforeseen events, or force majeure circumstances (armed conflict, civil unrest, terrorism, natural disasters, severe weather, transport disruption, etc.).
- To the maximum extent permitted by law, TAC Insights Ltd.'s liability is capped at the fees paid by the registrant for the event.

### 4. Organisers' rights and force majeure

- TAC Insights Ltd. may cancel or reschedule events if required (e.g., low attendance, force majeure, safety concerns).
- If cancelled without rescheduled dates, you may attend an alternative event organised by TAC Insights Ltd. of your choice within 12 months or receive a full refund of participation fees.
- If rescheduled: your registration transfers automatically. If the new date is unreasonable, you may transfer fees to another event organised by TAC Insights Ltd. within 12 months.
- TAC Insights Ltd. is not responsible for any additional costs incurred (travel, accommodation, etc.).
- Neither party is liable for delays caused by force majeure (natural disasters, pandemics, strikes, power/internet failures, government actions, etc.).

### 5. Data Policy

- By registering, you consent to TAC Insights Ltd. holding your personal data to fulfil our contractual obligations for event participation and to keep you informed of future events and related services offered by TAC Insights Ltd. You can opt out of marketing communications at any time by emailing [data@tac-insights.com](mailto:data@tac-insights.com) or using the unsubscribe link in our emails.
- Non-identifiable data will be shared with third parties (e.g., SAP, sponsors) for event delivery purposes.
- Identifiable data will only be shared with your explicit consent.
- Registration data (e.g., company, department, country) may be shared in anonymised form pre- and post-event.
- You may opt out by emailing [data@tac-insights.com](mailto:data@tac-insights.com).
- Personal data will be retained only as long as necessary and in line with GDPR and applicable laws. You have the right to access, correct, erase, restrict, object, and request data portability.
- For details, see [www.tacevents.com/uk/privacy-cookie-policy/](http://www.tacevents.com/uk/privacy-cookie-policy/).

### 6. Governing law, jurisdiction, and place of performance

- These terms are governed by the laws of England and Wales. The UN Convention on Contracts for the International Sale of Goods is excluded.
- The courts of England and Wales have exclusive jurisdiction over disputes.

- The place of performance is the United Kingdom, or the agreed project location, or, for events, the announced event location.

## **7. Intellectual property**

- All rights in event content, materials, slides, and recordings remain with TAC Insights Ltd. or licensors.
- Attendees may not reproduce, distribute, or share event materials without written permission, except for personal use.

## **8. Photography and videos**

- Photographs and videos may be taken during the event for educational, news, or promotional use.
- By attending, you grant TAC Insights Ltd. rights to use such media.
- If you wish to opt out, email [info@tac-insights.com](mailto:info@tac-insights.com). We will make all reasonable efforts to accommodate opt-out requests, but we cannot guarantee exclusion from incidental images (e.g. crowd shots).

## **9. Post-event content**

- Presentation slides will be distributed within 7 business days, subject to speaker consent.
- Session recordings (if available) will be distributed within 14 business days.
- Content is for personal use only and may not be redistributed or used commercially without permission.
- TAC Insights Ltd. reserve the right to make conference content available either publicly or behind a paywall.

## **10. Webinars, recordings, and broadcasting**

- All webinar sessions are recorded and may be made available either publicly or behind a paywall by TAC Insights Ltd. or our partners.
- Participants may not record or broadcast sessions, discussions, or networking without the prior written consent of all involved.

## **11. Event platforms and apps**

- Attendees are responsible for the technical requirements to access our event apps and platforms.
- TAC Insights Ltd. does not guarantee uninterrupted availability.
- Usernames/passwords remain TAC Insights Ltd. property, must not be shared, sold, or transferred, and you remain liable for their use.
- Any content uploaded to the platform will be treated as non-confidential and may be used by TAC Insights Ltd. Delegates are responsible for ensuring they do not upload confidential or proprietary information.
- Commercial solicitation on the platform is prohibited without prior consent. Breach may result in removal without refund.

## **12. Code of conduct**

- We are committed to a harassment-free environment.
- Offensive, threatening, or inappropriate behaviour will result in removal without refund. TAC Insights Ltd. reserves the right to refuse admission or remove any participant whose behaviour is deemed unacceptable.

- Concerns may be reported to [info@tac-insights.com](mailto:info@tac-insights.com).

### **13. Accessibility**

- We make all reasonable efforts to accommodate disabilities and special requirements.
- Attendees should inform us at [info@tac-insights.com](mailto:info@tac-insights.com) of their needs in advance so arrangements can be made.

### **14. Miscellaneous**

- If any provision is found invalid, the remaining terms remain enforceable (severability).
- These terms constitute the entire agreement between TAC Insights Ltd. and the registrant.
- TAC Insights Ltd. may amend these terms from time to time; changes apply only to future registrations.