

CONFERENCE

TERMS & CONDITIONS

An online registration constitutes a legally binding agreement with the UK Evaluation Society (UKES). We operate under a very limited refund policy, as outlined below. By purchasing tickets for our annual conference, you are accepting the limitations of the refund policy and all other restrictions listed below.

Conference Tickets

- All conference tickets are offered strictly as outlined on our registration site.
 - No additional discounts or refunds are available other than as outlined on the website.
- Tickets cannot be reserved, held, or otherwise saved without payment in full or promise-to-pay (invoice issued).
 - Tickets are sold on a first-come, first-served basis.
- Tickets must be purchased for named individuals. Tickets are NOT transferrable during the event.
 - If you need to transfer your registration to someone else, you must contact the support team BEFORE ticket sales close, as noted on the website (approx. 1 week prior to the first day of the conference).
 - Transfers are not guaranteed and are at the discretion of the staff and support teams.
- UKES has an online registration and payment system to allow payment by credit/debit card at the point of booking.
 - We reserve the right to limit ticket purchases to immediate payment by credit card (and no invoicing) at any point. This will be noted on the registration website.
- Delegates who prefer to be invoiced for ticket purchases must indicate this at the point of registration and accept the invoice payment terms by requesting an invoice.
 - The payment terms of UKES invoices is 30 days from date of issue, or by the close of ticket sales, as noted on the website (approx. 1 week prior to the first day of the conference), whichever is sooner.
 - We reserve the right to limit ticket purchases to immediate payment by credit card (and no invoicing) at any point. This will be noted on the registration website.
 - Purchase Order numbers MUST be provided at the time of booking/requesting an invoice.
 - Failure to provide a Purchase Order Number when requesting an invoice can result in your ticket request being cancelled.
- Without exception, all bookings must be paid prior to delegates attending the conference.
 - UKES reserves the right to cancel any conference tickets where payment has not been received by the deadline (either within 30 days of issuance of the invoice or close of ticket sales, as noted on the website, whichever is sooner).
 - UKES has the right to make cancelled tickets available for general sale.
 - If UKES has not received a payment from the delegate/delegate's organisation BEFORE Day 1 of the conference, and delegate arrives at the conference and/or attempts to access the online event, delegates may be asked to pay immediately via credit card or bank transfer, if their tickets have not already been cancelled and resold.

- If at this point the delegate is unable to make a payment or if there are no longer seats available, UKES has the right to refuse entrance to the conference.
 - There is no guarantee that online access to conference events will be available for payments made after the close of ticket sales, as noted on the website (approximately one week prior to the first day of the conference).
- All delegates must be registered via the online booking system or have your booking confirmed by email from the conference support team.
 - If you do not have a confirmation email, you are not registered.
- New conference registrations are NOT available to purchase at the door or at the start of the conference.
 - Online access and Hybrid experience tickets MUST be booked by date denoted as the close of ticket sales, per the event website (approximately one week prior to the first day of the conference).
- All invoices are to be paid directly to the account details displayed on the invoice.
 - Cheque payments are NOT accepted, will be considered non-payment, and admission to the event will be refused.
- Membership rates only apply to active Members (Individual, Student, or Group membership) of the UK Evaluation Society, both at the time of booking AND at the time of the event.
 - Please click here for [further information about membership](#).

EARLY BIRD DISCOUNT

- Early Bird registrations must be received online no later 2359 London-time on the final date of Early Bird ticket sales, as denoted on the website.
- Early Bird discounts are available because the full conference agenda is not yet available.
 - There is a small refund window of 2 weeks from the end of the Early Bird ticket sale (as denoted on the website) in which you can receive a full refund for your Early Bird ticket, hereafter referred to as the Early Bird Refund Period.
 - Should you wish to later purchase a ticket after cancelling and refunding an Early Bird ticket, you are NOT eligible for the Early Bird discount again.
- To qualify for the Early Bird discount, payment must be received and cleared in full by UKES no later than the end of the 2-week Early Bird Refund Period, as denoted on the website. UKES reserves the right to cancel Early Bird tickets not paid by this date and tickets can only be reissued as non-Early Bird tickets.
- Any Early bird registrations that fail to complete payment prior to the end of the 2-week Early Bird Refund Period (as denoted on the website) will no longer be entitled to the early bird discount and an invoice will be issued for the applicable full registration fee.
- The name and contact details are required for each attending delegate to guarantee the discounted Early Bird fee.
 - Early Bird tickets CANNOT be booked if you do not know the names of all attendees.
 - It is at the discretion of the staff and support team as to whether ticket transfers on Early Bird tickets requested after the Early Bird discount expires will be honoured.

GROUP DISCOUNT

- Group discounts are available until ticket sales close.
- The discount applies to both members and non-members, if the tickets are purchased in a single transaction.
- 10% discount will automatically be deducted from the basket when the following terms are met:
 - A minimum of 5 or more tickets in one transaction.
 - Any additional tickets purchased after the original booking is complete will not be entitled to the discount.
 - Any cancellations made that reduce the total number of tickets on one transaction fall below 5, the discount will no longer be valid, and you will be charged for the full price of all remaining tickets. If payment has already been made, the 10% repayment of the discount will be deducted from the refund.
 - All invoices are paid on time, either within 30 days or before the event commences, whichever is sooner. Failure to pay on time will result in an additional charge equal to the 10% discount at the time of payment, or cancellation of the tickets, as outlined above.

PAYMENT PROCESS

- Without exception, all Conference fees including any sponsorship or membership arrangements which form part of your conference purchase must be paid in advance of the event.
- We accept:
 - payment at the time of booking via bank/credit card
 - invoice requests with complete contact details, including Purchase Order Numbers, which can be paid via bank transfer or bank/credit card
 - credit card payment via secure payments page on our website, upon request only.
- Cheque payments are not accepted; tickets paid via cheque will be cancelled and made available for general sale.
- Invoice payment terms are no more than 30 days from date of booking or before the close of ticket sales, as noted on the website (approximately one week prior to the first day of the conference), whichever is sooner. By requesting an invoice, you accept these payment terms.
- If we receive a “No PO No Pay” message from the recipient of an invoice, you will receive one follow-up email to provide us with the purchase order number. If you do not provide it to UKES within 24 business hours, your ticket will be cancelled and made available for general sale.

CANCELLATIONS & AMENDMENTS

- All cancellation and amendment requests must be made in writing via the conference support team hello@evaluation.org.uk.
 - Your changes have not been made unless you have received a written confirmation from the staff or support team.
- UKES reserves the right to assess an administration fee for amendments to tickets, whether or not the tickets have been paid for.
 - If the tickets were purchased with credit card, the change must be paid for via credit card BEFORE the change will be applied.
 - If the invoice has been paid, the change must be paid for via credit card BEFORE the change will be applied

- If the invoice has not been paid, the invoice will be amended and reissued reflecting the change.
- Cancellations with refunds are ONLY allowed during the Early Bird Refund Period, lasting for 2 weeks after the end of the Early Bird ticket sales period, as denoted on the website.
- If you have purchased tickets eligible for a group discount, any cancellations made that reduces the total number of tickets on one transaction fall below 5, the discount will no longer be valid, and you will be charged for the full price tickets on all remaining tickets.
 - Any amendments to tickets on a group discount transaction that result in a ticket price difference will be subject to recalculation of the group discount, and the difference will be credited or charged accordingly.
- In the unlikely event that UKES has to cancel the conference in all or in part, our liability shall be restricted to repayment of booking fees only.
 - UKES fully expects that the conference will go ahead as scheduled, but we reserve the right to cancel at any time.
 - If we do so (other than for reasons outside of our control), we will refund your conference fee in full but will have no further liabilities to you. In particular, we will not meet the costs of any pre-booked accommodation or travel.
 - If we are forced to cancel the conference as a result of events arising which are outside of our control, we will have no obligation to offer a refund of your conference fee. The UK Evaluation Society recommends that all attendees take out appropriate insurance.

NON-ARRIVALS

- Although substitutions may be accepted if notified in writing prior to the event (as set out above), non-arrivals will be liable for the full fee of the relevant conference tickets that the delegate was booked to attend.

LIABILITY

- The UK Evaluation Society accepts no liability to conference attendees, except as set out in these Terms and Conditions, and in particular, we are unable to accept liability for the loss of your personal property while at the conference.

INTERNATIONAL BOOKINGS

- The UK Evaluation Society is unable to provide any international delegates with visa information and can only provide a letter of invitation to assist this process. It is each delegate's personal responsibility for arranging their own visa.
- The UK Evaluation Society is unable to assist with booking any travel arrangements for international delegates.

DECLARATION

Please note the below which is applicable for all bookings. By accepting a ticket in your own name and participating in the conference, you are agreeing to this declaration.

I share the UK Evaluation Society's ambition to create a culture where everyone is not just safe, but able to truly thrive. I have read carefully and understand the [Code of Conduct for UKES Conferences](#). I hereby agree to abide by its requirements and commit to upholding the standards of conduct required.