

# Delegate terms and conditions

Details for delegates booking to attend **euspen** events.

## Event booking and cancellation

### Cancellation of event

In the unlikely circumstance that **euspen** has to cancel an event, we will refund any pre-paid registration fees only. **euspen** shall not be liable for reimbursing the cost of travel or accommodation arrangements made by individual delegates or for any other losses incurred.

### Cancellation of attendance at an event

If you are unable to attend an event but would like to transfer your booking to a colleague, you can do so up to two weeks prior to the event by emailing [info@euspen.eu](mailto:info@euspen.eu). Requests after this date may be considered on a discretionary basis.

If you are unable to attend an event and need to cancel a booking, let us know in advance by emailing [accounts@euspen.eu](mailto:accounts@euspen.eu).

Where a fee has been charged for a booking, you will be reimbursed as per the cancellation fees advised on the online registration form at the time of booking.

## Payment methods

Where an event has been booked via our website, an automatic paid invoice will be generated. This will be issued to the delegate (or other contact as advised) automatically via the website. Where an invoice is requested, a valid purchase order number must be included on the booking form.

Payment methods accepted are:

- Bank transfer
- Credit card – secure online payment via Stripe (*we accept Visa credit/debit, Visa Delta, Visa Electron, Mastercard credit/debit, UK Maestro*)

## Data protection

Your information will be held by **euspen**. For the purposes of the Data Protection Act, **euspen** is the data controller.

Registrations for events are managed by **euspen**. Data, including personal data, will be processed and stored on systems managed by **euspen**. This data can only be accessed by authorised members of **euspen** staff for the purposes of event administration.

Where **euspen** contracts with third parties to produce printed marketing materials, we may provide them with limited data for them to fulfil their services to **euspen**.

**euspen** may store the information you have provided on this form. We will use it for the administration of the event in question, to improve the services we provide and, unless you have chosen to opt out, to inform you via email of future **euspen** news, events and other relevant activity.

You can choose to unsubscribe from **euspen** emails of this kind at any time. You may get your information updated or removed from the system by emailing [info@euspen.eu](mailto:info@euspen.eu) or by writing to us:

**Euspen** (Building 90)  
Cranfield University Campus  
College Road  
Cranfield  
Bedfordshire, UK  
MK43 0AL

By completing the online registration form, you have opted in to receive marketing communications from **euspen** by email and/or to be included in the list for internal delegates. Your personal details will not be shared with any other organisation or third party.

The information you submit will not be kept for any longer than is needed. The length of time will depend upon whether **euspen** has a business need for keeping the information and/or if the law requires that we keep the information for a particular length of time.

We may ask you to confirm your personal details to ensure they are accurate.

As you have provided personal information, we need you to consent to the processing of this data. By submitting this online booking form, you are agreeing to us processing this data as described above.

We may record incidents of misconduct and inappropriate behaviour where necessary to keep participants safe and foster a welcoming environment at our events. We will keep the information for two years, or until it is no longer relevant. For serious incidents of misconduct or inappropriate behaviour, we may also inform the HR departments of the individuals involved.

## Conditions of attendance

You must comply with instructions and directions given by staff, **euspen**, stewards and agents of the venue (where relevant) and any applicable policies and procedures of which you are notified.

We reserve the right to refuse access to, or remove any delegate from any **euspen** event who, in our reasonable opinion has, or is likely to affect the enjoyment of the other delegates in our reasonable opinion who is acting under the influence of alcohol or drugs, or who uses threatening, abusive or insulting words or behaviour or who behaves in a manner which may cause a breach of the peace.

**euspen** is dedicated to creating and maintaining a positive event experience where everyone is treated with dignity, courtesy and respect, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate bullying, intimidation, harassment or victimisation of event participants in any form.

Any discriminatory language and imagery are not appropriate at any **euspen** event, including in presentation material. If you violate these rules, you may be sanctioned or expelled from the event without a refund.

Please also refer to your own company's grievance and disciplinary procedures on how they handle complaints against members of staff as we may report any breach of these conditions to your employer.

## Recording disclaimer

During this event we may do one or all of the following:

- Take general photographs at a physical event
- Take screenshots (subject to your approval for the platform to access your webcam) at a virtual event
- Record all audio output from the event
- Video record the event proceedings
- Live stream selected event proceedings

Any subsequent photographs or recordings may be used in future **euspen** publicity materials only. All video and audio recordings and photographs will remain the property of **euspen**. By submitting this registration form you are agreeing to the screenshotting or photographing and/or recording and/or filming of the proceedings, as described above, being made for future dissemination by **euspen**.

If you wish NOT to be photographed or video recorded, please let the organisers know on arrival at a physical event.

## Limitation of liability

Personal arrangements including travel, accommodation, hospitality or visa applications relating to any **euspen** event which have been arranged by you are at your own risk.

Neither **euspen** nor the venue at which a physical **euspen** event takes place will be responsible for any loss, theft or damage to your personal belongings.

You will be responsible for paying for any damage which you cause to property at the venue of a physical event including the cost of additional cleaning where charged by the venue.

Nothing in these terms and conditions will operate to limit or exclude liability of each party for death or personal injury arising out of its negligence, or for its fraud nor any other liability which cannot be excluded or limited under applicable law.

Subject to the paragraph above, in no circumstances will either party be liable to the other party for any loss of business, revenue, profits, anticipated savings or goodwill (whether direct or indirect) or for any indirect, special or

consequential loss, arising out of or in connection with these terms and conditions and the event.

## Health and safety

You must comply with all relevant legislation relating to health and safety and with any safety announcements and venue regulations (where relevant) of which you are made aware whilst attending any **euspen** event.

## Equality and diversity statement

**euspen** is working towards being fully inclusive. We endeavour to arrange events in fully accessible locations. However, we would appreciate your co-operation in meeting specific requirements and ask that you inform us immediately if you require additional facilities (for example a loop system, BSL interpretation) or any other personal requirements.

We may need to pass on information to a third party about your support requirements. If we are not able to reveal these details this may affect the accessibility arrangements we are able to provide. By submitting this booking form you agree to your support requirements being passed on to relevant third parties.

## Force majeure

For the purposes of these terms and conditions, "force majeure" means any cause beyond our reasonable control including, but not limited to, war, acts of terrorism, governmental requirements, acts of local or central government or other competent authorities, acts of God and industrial disputes.

We will not be liable to you for failure to perform any obligation under these terms and conditions or in relation to your booking to the extent that the failure is caused by force majeure.