TERMS AND CONDITIONS FOR DELEGATES - NAMSS Annual Conference 2025

Our online booking constitutes a legally binding agreement.

If you do not receive an emailed booking confirmation (from bookwhen.com) within 24 hours please contact us at info@namss.ac.uk We cannot be held responsible for the non-arrival of information.

Cancellations

We will do our best to ensure that the event goes ahead, 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 event 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 where incurred.

However, where we are forced to cancel the event as a result of events arising which are outside of our control, we will have no obligation to offer a refund of your event fee. If you wish to cancel your attendance at the event you must do so via an email to info@namss.ac.uk

Cancellation policy

If you cancel your booking, NAMSS shall refund to you the event fee on the following basis:

(1) If the notice of cancellation is received **by 4pm on Friday 7 February 2025** we will refund your booking total minus a £25 admin fee

(2) If the notice of cancellation is received **after 4pm on Friday 7 February** no refund will issued but you are able to transfer your place to a colleague. Please include the new delegates' name, job title, email address and any dietary or access requirements in your notification email to info@namss.ac.uk

Formal inspection

If you need to cancel your booking due to an a formal Inspection taking place on or during the week of the event date, we will refund 100% of the event fee on the condition that we receive notification in writing, together with a copy of the inspection letter, sent to info@namss.ac.uk prior to the date of the event. Upon receipt of the written notification and inspection letter, we will confirm that your booking has been cancelled. Please note that no refund can be given for accommodation or travel costs where incurred. Where the event fee is refunded, you will not be sent delegate specific materials and resources.

Substitutions

Substitutions of delegates may be accepted before the event. In order to substitute a delegate, please email the new delegates' name, job title, email address and any dietary and access requirements to info@namss.ac.uk **by 5pm on Wednesday 5 March 2025**.

Payment

Full payment for the annual conference must be made online at the time of booking. It is not possible to invoice for conference tickets.

Changes to conference programme

Although we will do our best to follow the published programme, we reserve the right to change it (including the keynote speakers and the times of their presentations). In the unlikely event that we need to change the venue, we will give you as much notice as is practicable. In the event that any such changes are made, no refund of the conference fee shall be made.

Speakers/Workshop Hosts

The views expressed by speakers and workshop hosts , including any resource or materials they share (ie presentation slides, hand-outs) are theirs alone and do not represent that of NAMSS. We can take no responsibility for the content or the accuracy of the speakers' presentations.

Attending as a Delegate

Delegates should attend the conference to participate in the activities on offer including workshops, keynotes and networking time however, no delegate should promote/sell their goods or services to others present or pass on the contact details of other delegates to anyone for this purpose. Delegates must not give out/share promotional materials relating to their business or that of any organisation/company not represented in the Market Place. Anyone found doing so, will be asked to leave the event and will forfeit their right to attend future NAMSS events.

Photography and filming

There will be a professional photographer on-site and video production may take place during the conference capturing material that may be used for future marketing and promotional purposes. By attending the event you are accepting that if photograph(s) and/or video footage are taken of you at the event, NAMSS owns the right to use the materials for any purpose they see fit.

A selection of professional photographs taken during the conference will be made available to all NAMSS members via our website.

Personal data

We will only share your personal details with a third party if you have entered our Free Conference Place Draw. Information will only be shared with the organisation(s) donating a free place.

Liability

We will accept liability to you for any death or personal injury caused by our negligence, any fraudulent misrepresentation by us, and any liability which cannot be excluded by law. In no other circumstances will we have any liability to you except as set out in these terms and

conditions. In particular, we accept no liability for the loss of your personal property during the conference.

Governing law

These terms and conditions shall be governed by and construed in accordance with English law and the parties irrevocably agree to submit to the exclusive jurisdiction of the courts of England over any claim or matter arising under or in connection with these Terms and Conditions. Delegates will be expected to comply with these terms and conditions, the rules of the venue and the reasonable requests of the organisers. Failure of delegates to do so will entitle us to cancel or terminate your attendance at the conference.

Adherence to venue regulations

You must comply in all respects with all applicable laws, regulations, and rules and conditions of the Venue. Failure to comply may result in removal or denial of access (as the case may be) from the venue for which neither NAMSS nor the venue will accept any liability.

Accessibility

Please ensure that any access requirements are clearly stated on your booking form.

Conference organisers

This event has been brought to you by NAMSS. NAMSS is a Charity registered in England & Wales under charity number 01072766