

INNOVATE / FINANCE

IFGS 2017 Event booking terms and conditions and cancellation policy

Effective from 1st October 2016. Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current event costs and dates, please refer to our website: www.ifgs2017.innovatefinance.com
- Before booking onto the event, please ensure you have read the event programme and content, to ensure the event will meet your needs.
- If an event registration/booking form is completed by an individual other than the named delegate, it is the responsibility of the employer to ensure the delegate is authorised and able to attend the event on the employer's behalf.
- Upon receipt of your registration/booking form and subsequent payment (if required) your place(s) will be confirmed.
- **Important note:** Innovate Finance's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will **not** form part of the contract.

Invoicing and payment

- Delegate fees (including any card processing and/or booking fees applicable) are payable upon booking.
- For all online bookings, invoices/receipts will be issued electronically on completion of the booking.
- Invoice payment will only be accepted if previously agreed with Innovate Finance. All invoices will be sent electronically and total payment must be received within 30 days of invoice date. Payment must be received in pounds sterling via BACS.
- If any amount due to Innovate Finance under or in connection with these terms and conditions remains outstanding beyond the due date Innovate Finance may:
 - a. charge interest on the overdue amount at the rate of 8% per annum above the base rate of HSBC Ltd from time to time (which interest will accrue daily until the date of actual payment, be compounded quarterly, and be payable on demand); or
 - b. claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998).

Event attendance

- Delegates will receive joining instructions via email to the delegate email address provided on the booking form.
- It is the responsibility of the individual completing the event registration/booking form to ensure all delegate emails are inputted correctly.
- If the joining instructions are not received, it is the responsibility of the individual who completed the event registration/booking form to contact Innovate Finance Events department to arrange for them to be reissued.
- Failure to attend the event will result in the full cost being incurred. No refund shall be given.

- Failure to attend an event at which a free or concessionary rate place was given may at Innovate Finance's sole discretion result in the delegate becoming ineligible for such places at future event(s).
- Innovate Finance will send all correspondence primarily via email to the email provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- It may be necessary, for reasons beyond the control of Innovate Finance, to change the content and timing of the programme, the date, the venue or the speaker(s).

Cancellations and Amendments

- All requests for cancellations and/or transfers must be received in writing via email to ifgs2017@innovatefinance.com
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking (excluding any card processing fees and/or booking fees previously applied), as shown below.

Calendar days notice before the start date of the event	Refund applicable
23 calendar days or more	Full refund given
Between 1 and 22 calendar days (inclusive)	10% cancellation fee incurred
Failure to attend	No refund will be given

- For employer bookings only, in the event of a delegate named on the booking form being unable to attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the event date.
- In the event of there being insufficient numbers booked onto an event, Innovate Finance reserves the right to cancel or postpone the event.
- In the event of cancellation of an event by Innovate Finance, we will endeavour to inform all delegates a minimum of a week before the event is due to take place, although please be aware that this is not always possible. All event fees paid will be reimbursed in full, or the payment will be transferred in full to another Innovate Finance event. Innovate Finance shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Event Provisions

- Organising and financing accommodation and travel are the responsibility of the delegate.
- Where food and refreshments are to be provided, this will be stated on the event details and the cost included in the price quoted.

Force Majeure

- Innovate Finance shall not be liable to refund any fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Entire Agreement

- These terms and conditions, together with the current Innovate Finance website prices, event details and Innovate Finance contact details, set out the whole of our agreement relating to the event. These terms and conditions cannot be varied except in writing signed by a Director of Innovate Finance. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of Innovate Finance should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered for sale by Innovate Finance. Innovate Finance shall have no liability for any such representation being untrue or misleading.