

Delegates – Terms & Conditions

Introduction

In these terms and conditions "We", "Us" and "Our" mean The Anaerobic Digestion and Bioresources Association (ADBA), registered in England and Wales, company number 07015240. Our registered office is 5th Floor, Riverside Building, County Hall, Westminster Bridge Road, London SE1 7PB.

Event booking and cancellation

Cancellation of event

In the unlikely event that We have to cancel an event, We will refund any pre-paid registration fees.

Refund policy, cancellations and amendments to conference programs

If you are unable to attend an event and need to cancel a booking, let Us know in advance and in writing by email to events@adbioresources.org

Where a fee has been charged, you will be reimbursed as follows:

- Where written confirmation is received at least 31 days prior to the start of an event, the delegate will be entitled to a full refund less 25% administration costs.
- Where written confirmation is received between 30 and 14 days prior to the start of an event, the delegate will be entitled to a refund of 50%.
- Where written confirmation is received less than 14 days prior to the start of an event, there will be no refund given.
- We appreciate that occasionally nominated delegates are unable to attend. Substitute delegates will be accepted free of charge up to 5 days prior the event (to ensure that correct name badges are available on the day). Notice should be given in writing, and the new delegate will be required to submit a completed registration form. If conference documentation (joining instructions etc.) has already been sent to the original delegate, it is the responsibility of that delegate to ensure that the replacement delegate receives this documentation. Substitute delegates attending

events without prior notice are subject to the fees applicable to their membership type; for example, if a non-member attends in place of a member, there will be an additional amount to pay.

- Registration packages and optional registration elements such as dinner tickets and additional sessions cannot be split between multiple delegates.
- It is Our policy to cancel conferences or events that are under-subscribed.
- For in-person events, the date on which We cancel will largely be determined by the venue's cancellation terms and charges and the booked delegate numbers on a certain date. To ensure that the maximum number of in-person conferences go ahead, please try to book your place as early as possible.
- For virtual events, the date on which We cancel will be determined by our agreement with external speakers and the booked delegate numbers on a certain date. To ensure that the maximum number of virtual events go ahead, please try to book your place as early as possible.
- If an event is postponed or cancelled, delegates for whom We have received a registration form will be given as much notice as possible and offered either a full refund or the option to transfer to another event. If a conference or event is postponed or cancelled, We do not accept liability for any costs (such as pre-booked travel or accommodation) incurred by delegates.
- Sometimes we need to make amendments to the published conference programme, timings, or named speakers, and we reserve the right to do so without notice.

Our Free events

- Some events are free of charge, or offer discounted attendance. Where no fee for attendance has been charged, We reserve the right to administer a cancellation charge to delegates who do not show up on the day of the conference and have not notified us in writing.
- For those events for which we do not charge, we reserve the right to limit the number of places per organisation per event.
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Payment methods

- Our published delegate fees include VAT at the prevailing rate.
- Payment can be made by credit or debit card when booking online. There is also an option to request an invoice.
- Online bookings will generate automatic confirmation by email. IF YOU DO NOT RECEIVE THIS CONFIRMATION, please email events@adbioresources.org

Note for organisations funding individuals: In the event that a staff member for whom you have booked a place leaves your organisation, responsibility for payment is deemed to remain with you. At Our discretion, bookings may be transferred to another individual within your organisation, but may not be transferred to another organisation. Any amendments to your booking must be communicated in writing, and We will require a completed registration form for the replacement delegate. Please also note section above re substitute delegates.

Data protection

- Your information will be held by Us and We will be the Data Controller.
- Registrations for events are managed using a system operated by a third party under contract to Us and the event itself is run on a virtual platform operated by a third party under contract to Us. Data, including personal data, will be processed and stored on systems managed by these third parties and Us in accordance with Our privacy policy [i]. The privacy notice for each event also sets out any other ways in which We may use your personal data.
- Where We contract with additional third parties to provide events, We may also provide them with access to this data in order for them to fulfil their services to Us.
- We may store the information you have provided on this form in a CRM system [ii]. We will use it for the administration of the event in question, to improve the services we provide. We will also use it to inform you via email of Our future news, events and other relevant activity, if you have opted in to this. Members of ADBA will receive these emails unless they have opted out or receiving them.

- You can choose to unsubscribe from Our emails of this kind at any time. You may get your information updated or removed from the mailing system by emailing marketing@adbioresources.org
- The information you submit will not be kept for any longer than is needed. The length of time will depend upon whether We have 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.
- We require the personal information requested via the online booking form in order to process your registration and facilitate your attendance / participation in the event. Our legal basis under Data Protection law for processing this personal information is 'for the performance of a contract'.
- We may record incidents of misconduct and inappropriate behaviour where necessary in order to keep participants safe and foster a welcoming environment at our events. We will keep the information as laid out in our data retention schedule. For serious incidents of misconduct or inappropriate behaviour, we may also inform the HR departments of the individuals involved. Please see Our privacy policy for more information on how we process personal data about misconduct and inappropriate behaviour.

Conditions of attendance

- You must comply with instructions and directions given by Us 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 of Our events who, in our reasonable opinion has, or is likely to affect the enjoyment of the other delegates, in Our reasonable opinion 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.
- We are 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 of Our events, 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.

Without explicit written permission we do not permit Our delegates to:

- Take screenshots displaying other delegate information
- Record audio output from the event
- Video record the event proceedings
- Live stream event proceedings
- Share materials or recordings from events with individuals who are not registered delegates.

Recording disclaimer

During Our events We may do one or all of the following:

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

Any subsequent screenshots or recordings may be used in Our future publicity materials only. All video and audio recordings and screenshots will remain Our property. By submitting an online booking form you are agreeing to the screenshotting and/or recording and/or filming of the proceedings, as described above, being made for future dissemination by Us and third parties within whom it works in partnership, for non-commercial purposes.

Limitation of liability

- 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.

Force majeure

- For the purposes of these terms and conditions, "force majeure" means any cause like acts of God (flood, earthquake, tornado, fire, etc.) war, strikes, threats or acts of terrorism or similar acts, disease, pandemic, epidemic, World Health Organisation travel advisory, civil disorder, government requirements, acts of local or central government or other competent authorities or curtailment of transportation.
- 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.

Footnotes

Our Privacy Policy is located at: <https://adbioresources.org/privacy-policy/>