

BOOKING TERMS AND CONDITIONS

1. Definitions

- 1.1. "Booking" means SfC process which is subject to acceptance of these terms.
- 1.2. "Client" means the person, organisation or company which makes a booking.
- 1.3. "Event" means the event or events which are the subject of the Quotation and Booking.
- 1.4. "SfC" means Skills for Care Limited (The home of the National Skills Academy for Social Care).
- 1.5. "Terms" means these booking terms and conditions.
- 1.6. "Delegate" means any individual that has been registered to attend the event.

2. Booking and Payment Terms

- 2.1. Each event page holds details of attendee eligibility and charging information
- 2.2. Before booking onto any event please, ensure you have read the event details and programme and content, to ensure the event meets your needs.
- 2.3. SfC reserve the right not make refunds to Clients who book onto the wrong events in error.
- 2.4. Upon receipt of your registration/booking form and subsequent payment your place(s) will be confirmed.
- 2.5. **Important** – SfC'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.
- 2.6. Delegate fees (including any card processing and/or booking fees applicable) are payable upon booking unless a valid, authorised Purchase Order is provided and accepted.

- 2.7. VAT (at the prevailing rate) will be applied to all financial transactions with the exception of cancellation charges.
- 2.8. For online bookings paid at the time of booking, invoices/receipts will be issued electronically from the booking website on completion of the booking.
- 2.9. For bookings accepted with purchase orders, invoices will be sent via post or electronically to the name and address provided on the booking form and must be paid within 30 days of the invoice date.
- 2.10. Payments must be made in pounds Sterling by cheque, credit/debit card or BACS.
- 2.11. Event places must be paid in full before the event date. Failure to pay may prohibit your entry to the event.
- 2.12. If you pay by cheque which is subsequently returned by your bank unpaid, you will be asked to represent payment and you will incur an additional charge of £20 plus VAT to cover our administration costs and bank charges.
- 2.13. SfC reserve the right to close registration at any time.
- 2.14. If an event is fully booked SfC will keep a small reserve list. Please do not make any travel or other arrangements unless you have received an email confirmation of your place

3. Event Attendance

- 3.1. SfC will not be held responsible for last minute speaker withdrawals/cancellations or changes.
- 3.2. If an event is fully booked Skills for Care will keep a small reserve list. Please do not make any travel or other arrangements unless you have received an email confirmation of your place
- 3.3. Delegates must collect their name badge from the registration desk when arriving at the event
- 3.4. SfC may photograph or film this event and by making this booking the Client

and Delegate(s) consent to being photographed at the Event, to filming and sound recording of the Event and consents to the use of such, photographs and/or recordings in any marketing or promotional materials in connection with the Event, on the Event website and in any broadcast or publication.

- 3.5. Delegates must collect their name badge from the registration desk when arriving at the event.

4. Cancellation and Amendments

- 4.1. All requests for cancellations and/or amendments must be received in writing.
- 4.2. Changes will become effective on the date of written confirmation being received.
- 4.3. 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 of the event	Refund Applicable
30 – 16 calendar days (inclusive)	100% refund of basic attendance fee, less a £15 admin fee
15-7 calendar days (Inclusive)	50% refund of basic attendance fee, less a £15 admin fee
Less than 6 calendar days (Inclusive)	No refund will be given
Failure to attend	No refund will be given

- 4.4. 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.

- 4.5. In the event of their being insufficient numbers booked onto the event SfC reserves the right to cancel or postpone the event.

- 4.6. In the event of cancellation of an event by SfC, we will endeavour to inform all delegates 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 SfC event. SfC 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.

5. Event Provisions

- 5.1. Organising and financing any accommodation and travel are the responsibility of the Client and Delegates.
- 5.2. Where food and refreshments are to be provided, this will be stated on the event details and the cost included in the price quoted. Any special dietary requirements need to be notified in writing to SfC in advance of the event, as specified in the event details.

6. Force Majeure

- 6.1. SfC shall not be liable to refund of 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.

7. Entire Agreement

- 7.1. These terms and conditions, together with the current SfC website prices, event details and SfC contact details, set out the whole of our agreement relating to the event.
- 7.2. These terms and conditions cannot be varied except in writing and signed by SfC.
- 7.3. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of SfC should be understood as a variation of these terms and conditions or as an

authorised representation about the nature or quality of any event organised and delivered by SfC.

- 7.4. These terms shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English courts.