



DELEGATE TERMS & CONDITIONS

Confirmation Procedure

Registration fees include VAT at the prevailing rate, complimentary refreshments and lunch. They do not include travel or accommodation. In order for your booking to be processed you must sign the terms and conditions by ticking the box agreeing to them on your registration form.

Your place is not guaranteed until you have received email confirmation and joining instructions from Haymarket Media Group Ltd. If you do not receive confirmation within 24 hours of your booking being made, you should contact Haymarket Media Group by email at rcgp@haymarket.com.

Payment

All fees must be paid in full prior to the event, without exception. Any delegates arriving at the conference with their payment outstanding will be asked to provide their credit card details as a guarantee. We are unable to accept payments by invoice from Thursday 28 August 2025. Any delegates registering after 28 August 2025 must register and pay with a valid credit card. Bank transfer charges are the responsibility of the payer.

If you request to be invoiced, payment terms will be 30 days from invoice date. An invoice will be generated and sent out to you via email. If your company uses Purchase Order Numbers, please supply this at the time of booking as failure to do so may cause problems with your booking. If at a later date you wish to pay your invoice by credit card, please call the telephone number at the bottom of the invoice. If you choose to pay by credit card upon registration you will receive an email confirmation from Stripe and a VAT receipt will be emailed to you. We are unable to accept payments by invoice from Thursday 28 August 2025.

Please note we do not accept cash or cheque payments. We must receive full payment prior to the event start date. If you are booking within 6 weeks of the event we will require payment by credit card. If this causes difficulty then please contact our customer services team on +44 (0) 208 267 4064 or email rcgp@haymarket.com.

Discounts

To book an RCGP member ticket, you must have a valid RCGP membership at both the time of booking and at the conference itself. You will be required to enter your valid membership number at the time of booking. Your membership number will be checked and verified by the RCGP. Please note that delegates who do not renew their membership will be charged the equivalent non-member rate. Please note that we must receive full payment prior to the event start date.

Any discounts applied to your booking are calculated at the time of registration and cannot be used in conjunction with any other discount. Any booking using more than one discount code will be cancelled.

Cancellations

Cancellations received will be refunded at the following rates:

- On or before Thursday 17 July 2025: full fee less a £45 administration fee.
- Between Friday 18 July and Thursday 28 August 2025: 50% of the registration fee
- From Friday 29 August 2025: we regret that no refund can be made.

Any cancellations that still have payment outstanding will be liable for either the administration fee, 50% of the registration fee or the full registration fee, dependent on the date and time of the cancellation.

Substitute delegates are welcome at no extra charge but we require you to advise us of any substitutions (including full contact details, dietary and accessibility requirements) no later than Monday 29 September 2025

For group bookings please contact our conferences team at rcgp@haymarket.com for further information. Please note: Group bookings can only be processed if each individual is attending for the full 2 days of the conference.

Any cancellations that still have payment outstanding will be liable for either the administration fee or the full registration fee, dependent on the date and time of the cancellation.

Attendance fees will not be refunded in the event of threat of war, terrorism, curtailment of public transport, strikes or other circumstances outside of the organisers' control.

Promoting services or selling products at the event

Unless you are registered as an event sponsor or exhibitor, you must not conduct any business or marketing at the event, nor undertake any canvassing, soliciting or leafleting at the event. Anyone found to be conducting unauthorised business at the event will be removed from the premises with no refund provided.

Speaker Confirmation & Changes

Changes to any aspect of the conference (including speakers) may be necessary due to events outside the control of Haymarket Media Group Ltd and RCGP Conferences Ltd. The

organisers therefore reserve the right to make any necessary amendments to the programme or timings of the event.

Data Protection

The details of registered delegates (name, place of work, occupation, region) will be placed on the attendee list which will be given to sponsoring companies and exhibitors and made available to delegates. Delegates who do not wish to be included on this list should advise at the time of booking or in writing to rcgp@haymarket.com.

There will be photography and/or video production taking place during the conference and the resulting images may be used for promotional purposes on-line and/or in printed materials. Delegates who do not wish their images to be included in this material should contact the organisers by email at rcgp@haymarket.com prior to the event.

Delegate badges will be scanned throughout the event to provide the organisers with information that can help the development of this event. Exhibitors have an option to use data scanners in the exhibit hall. If you allow an exhibitor to scan your badge you consent to that company receiving your contact data.

Contact data from badges scanned into sponsored sessions will be shared with the sponsoring company. This applies to conference rooms, mini theatres and receptions. We may contact you via email in the future to tell you about upcoming RCGP events. If you do want to be contacted, please let us know via the registration form.

By registering for RCGP Annual Conference 2025 (organised by Haymarket Media Group Ltd), you will automatically receive our delegate update emails with information about relevant conference content, products and services with regards to the 2024 conference.

Sustainability, DEI and accessibility information is available on the conference website.