



RCGP Annual Conference 2026

Registration terms and conditions

Definitions

For the purposes of these Terms and Conditions:

- **The RCGP** refers to The Royal College of General Practitioners, the organiser of the RCGP Annual Conference.
- **Wonderly** (part of Haymarket Media Group Ltd) refers to the event partner supporting the delivery of the RCGP Annual Conference.
- **The Event** means the RCGP Annual Conference, including all associated sessions, activities, and communications.
- **Participant** means any individual registered to attend the event whether attending in person or online, including speakers, delegates, and exhibitors.
- **Sponsor** means any organisation or individual officially supporting the event through financial or in-kind contributions.
- **Optional extras** refers to any additional activities, sessions, or services offered beyond the standard registration, which may incur additional charges.
- **Event pass** means the physical or digital credential issued to participants for entry to the event.
- **Group booking** refers to a registration made on behalf of multiple individuals by a single person or organisation.
- **Code of Conduct** refers to the behavioural guidelines issued by the RCGP, which all participants must adhere to during the event.
- **Third-party services** refers to services provided by external providers, such as catering, accommodation, or transport, not directly managed by the RCGP.
- **Personal data** means any information relating to an identifiable individual, processed in accordance with the RCGP's Privacy Policy.
- **Identification** means a valid photo ID (e.g. passport, driving licence), registration confirmation email, or other documentation issued by the RCGP or issued by Wonderly on behalf of the RCGP.
- **Website** means <https://www.rcgp.org.uk>
- **Event website** means <https://www.rcgpac.org.uk>
- **Conditions** means these Terms and Conditions, as amended from time to time.
- **Force majeure event** means any act, event, non- occurrence, omission or accident beyond the organiser's reasonable control and includes in particular (without limitation) the following: strikes or other industrial action; civil commotion, riot, invasion, war, terrorist attack or threat of terrorist attack; fire, storm, flood or other natural disaster; impossibility of the use of railway, shipping, aircraft, motor transport or other means of public or private transport or delays in relation to such transport; or impossibility of the use of public or private telecommunication networks.
- **VAT** means value added tax chargeable in the UK.
- **Intellectual Property Rights** means any and all patents, rights to inventions, copyright and related



rights, trade marks, business names and domain names, goodwill and the right to sue for passing off, database rights, confidential information (including 1 know-how), and all other intellectual property rights, in each case whether registered or unregistered which subsist or will subsist now or in the future in any part of the world.

- **Confidential information** means all confidential information (however recorded or preserved) disclosed by a Party or its Representatives to the other Party or the other Party's Representatives, whether before, on or after the date of this Agreement, including information relating to know-how, trade secrets, business, affairs, customers, clients, suppliers, plans, intentions, market opportunities of the disclosing Party (or of any member of the group of companies to which the disclosing Party belongs). The conditions and existence of this document, along with any information developed by a Party in the course of carrying out this Agreement shall also be classed as Confidential Information.
- **Venue** means the premises where the Event is to take place.
- A reference to **writing** or **written** includes e-mail.

These Terms and Conditions contain the main conditions that apply to your participation in events organised by The Royal College of General Practitioners ("the RCGP") and our event partner Wonderly. By registering for the RCGP Annual Conference ("the Event"), you and, on behalf of all attendees included in your booking, agree to be bound by these conditions. If you have any questions, please contact the Team via email at rcgp@wonderly.agency

1. About these Terms and Conditions

These Conditions apply to all events where payment is made directly to the RCGP. They do not apply to events hosted by third-party venues or partners. In case of conflict between these Conditions and any FAQs or promotional materials, these Conditions will prevail. Please read them carefully, you should not register for the event if you do not agree to these Terms and Conditions.

2. Booking

Your registration will be confirmed once full payment is received, unless otherwise agreed in writing. All fees must be paid in pounds sterling (GBP) and include the cost of VAT. Fees are listed on the event website. You remain responsible for payment, even if a third party (such as your employer) has agreed to cover the cost. You are responsible for selecting the correct ticket type for your grade and membership status. If you select the incorrect grade or membership status, you will be given the opportunity to purchase a ticket appropriate to your grade and membership status. If you fail to do so, we reserve the right to cancel your ticket. Membership rates are reserved for members of the RCGP. Members of other surgical Royal Colleges must purchase a non-member ticket. Other clinicians, allied health professionals and those in non-clinical roles must purchase the correct ticket for their organisation.

3. Cancellation and ticket transfer

Cancellations received will be refunded at the following rates:

- Before 12 weeks (6 August 2026): Full refund less a £45 admin fee.
- Between 6-12 weeks (7 August to 17 September 2026): 50% refund.
- Less than 6 weeks: Cancellations are non-refundable.

All cancellations or transfers must be submitted via email to rcgp@wonderly.agency.



Tickets may be transferred to colleagues of the same grade and membership status or lower with no refund for the difference in ticket price. To transfer your ticket please contact the event organiser.

The RCGP reserves the right to transfer your ticket in the event of a force majeure event.

4. Attendance

By registering for the RCGP Annual Conference, you are entitled to attend as a participant, subject to these Terms and Conditions. Optional extras may incur additional charges beyond the standard registration fee.

If you are registering on behalf of a group or an organisation, you confirm you have authority to accept these Terms and Conditions and will ensure all participants in your group or organisation are aware of and comply with them.

You must provide accurate and complete registration details and notify us of any changes, including contact information, as soon as possible. Special access or dietary requirements must be submitted at the time of registration or no later than two weeks before the event. Requests received after this deadline may not be accommodated.

Event passes will be required for entry. You may be asked to provide identification to collect your pass, which must be always worn visibly. Lost or forgotten passes must be reported to the registration desk and may be replaced at our discretion. Participants must not allow any third party to use their pass to gain access to the event. Passes once collected remain the property of the RCGP and must not be sold, transferred, or shared. Anyone found misusing a pass will be removed from the event.

To claim CPD points for attendance, participants must have their ticket scanned on arrival. Tickets are sent via email upon registration and include a unique registration ID number.

Photography and filming may take place during the event. By attending, you consent to the use of your image in future promotional materials, including social media, websites, and print. If you prefer not to be photographed, please inform the photographer on the day and we will do our best to respect your request.

There will be a parent room for children under 18 months. All accompanying parents, guardians, carers need to go to the general queries registration desk to collect a parent room badge. All other attendees must be over 18 years. Children need to be supervised by their parent/carer at all times.

You agree to follow all venue rules and any instructions issued by the RCGP or venue staff. Participation in any activities is at your own risk. You must comply with all safety announcements and directions during the event. Failure to comply is at your own risk.

5. Participant obligations

All Participants must comply with the rules and policies of the event venue, including health and safety regulations, and follow any reasonable instructions issued by the RCGP or venue staff.

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Behaviour must be respectful, professional, and lawful. Any conduct that risks bringing the event or the RCGP into disrepute may result in removal without refund. By registering for the event, all participants agree to comply with the RCGP's [Code of Conduct](#).

The RCGP reserves the right to refuse entry to or remove any participant from the event or its online platforms at its sole discretion and without liability. Participants are responsible for ensuring they have adequate personal and travel insurance, as well as all necessary documentation required to attend the event, including visas and health formalities. The RCGP does not assist with visa applications, and failure to obtain a visa does not entitle the participant to a refund. All travel and accommodation arrangements must be made and funded by the participant.

Unless attending as a sponsor or as part of a sponsor's delegation, participants may only conduct business within designated exhibition areas. Business activity in unauthorised spaces is not permitted and may result in removal from the event. Participants are responsible for any damage or loss caused to the RCGP, the venue, the online platform, or other attendees, and may be held liable for associated costs. In such cases, no refund will be issued.

6. Accessibility

The RCGP is committed to making the event accessible to all, please see the [event website](#) for more information regarding accessibility. Please contact us in advance to discuss any specific access needs.

7. Intellectual property

All content shared during the RCGP Annual Conference, including presentations, materials, recordings, and branding, is the intellectual property of the RCGP or used with permission. Attendance at the event does not grant you any rights to use, copy, record, or distribute this content without prior written consent.

Poster presentations remain the intellectual property of their authors. The RCGP may request permission to use or share content for promotional or educational purposes but will not do so without written consent.

You may use materials provided during the event for personal reference only. Any other use, including reproduction or sharing, is strictly prohibited.

8. Filming, recording, and photography

Filming, recording, or photography during the event is permitted **with prior written or verbal consent** from the event organisers or relevant rights holders only. This includes both personal and commercial use.

Permitted use: participants may take photos or videos for personal use and social media sharing, provided they do not infringe on the privacy or intellectual property rights of others. Where possible, we encourage participants to tag the event, use the RCGP's official hashtags and tag the RCGP social media handles.

Restricted use: Commercial filming, professional photography, or media recording requires explicit permission from the RCGP and may be subject to licensing or release forms. This includes content intended for monetisation, advertising, or publication.

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Respect for privacy: If any individual expresses that they do not wish to be filmed or photographed, their request must be respected. Using images or recordings of individuals who have objected may breach their rights under the [European Convention on Human Rights](#) and [GDPR](#)

Copyright considerations: All images, videos, and recordings taken at the event may be subject to copyright. The creator typically owns the copyright, but usage rights may vary depending on context (e.g. employment, commissioned work, or collaborative creation)

Venue rules: Please note that some event activities may be held on private property or managed spaces where additional restrictions apply. Signage will indicate where filming or photography is not allowed.

9. Communications

By registering for the RCGP Annual Conference, you consent to receive communications from the RCGP via email or through our website or by registering for the Festival events platform. For any queries, please contact us at rcgp@wonderly.agency in the first instance.

10. Force Majeure Event

The RCGP will not be held liable or responsible for any failure to perform, or for any delay in performing any of its obligations under these Conditions that are caused by events outside our reasonable control (Force Majeure Event). The RCGP's obligations under these conditions are suspended for the period that the Force Majeure Event continues and provided that if the Force Majeure Event renders, in the RCGP's sole opinion, the event not viable whether from a financial or logistical point of view then the RCGP may cancel, curtail or postpone the event.

11. Third-party services

The RCGP Annual Conference may include services provided by third parties, such as catering, accommodation, transport, or sponsor offerings. The RCGP is not responsible for the performance, quality, or availability of these services. Any issues or disputes relating to third-party services should be addressed directly with the provider.

12. Our use of personal information about you

The RCGP may process your personal information for purposes including event administration, payment processing, communications, health and safety, record-keeping, and compliance with legal obligations. This may also include confirming your attendance to employers or sponsors and using your data for reporting or fundraising purposes.

By registering for the event, you consent to the processing of your personal data for these purposes, in accordance with our [Privacy Policy](#), which explains how your data is collected, used, and your rights under data protection law.

13. Our liability to you

The RCGP will be responsible for any loss or damage you suffer that results directly from our



negligence or failure to meet our obligations. However, we accept no liability for indirect losses, including loss of employment, business opportunities, profit, or personal property such as laptops or mobile phones.

The RCGP is not responsible for the safety of any participant, or for any loss, damage or injury, destruction by theft, fire, or any other cause for loss, damage or injury sustained by the Participant or other person.

By registering for the event, all Participants agree to take full responsibility for their personal belongings and their personal safety during the event.

Except where liability cannot be excluded under applicable law, our maximum liability to you is limited to the amount of the registration fee you have paid to attend the event.

14. Changes to these Terms and Conditions

The RCGP may update these Terms and Conditions from time to time to reflect changes in law, regulatory requirements, or to ensure the effective delivery of the event. Any amendments will take effect once published. Any special conditions agreed with individual participants will only be valid if confirmed in writing by the RCGP. No variation of these conditions shall be effective unless in writing and confirmed by the RCGP.

15. Governing law

These Terms and Conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

16. Jurisdiction

The RCGP and the Participant irrevocably agree that the Courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these Terms and Conditions or its subject matter or formation.

17. Complaints and contacting us

If you have any questions or concerns about the RCGP Annual Conference or these Terms and Conditions, please contact us. You can email the Events Team at rcgp@wonderly.agency