

RCGP ANNUAL CONFERENCE AND EXHIBITION 2019 EVENT TERMS AND CONDITIONS

1. BOOKING AND PAYMENT

1.1 To purchase a ticket for the RCGP Annual Conference, you must register using the relevant online booking form via our website (<http://www.rcgpac.org.uk/>). The information on your Booking Form must be accurate and up to date, including your contact details (which we will use to provide you with any relevant pre or post event information).

1.2 Submitting a booking form constitutes an offer by you to purchase a ticket for the conference in accordance with the event terms and conditions.

1.3 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.

1.4 If you have opted to pay via invoice the booking confirmation email will include a copy of the invoice (plus VAT as applicable). The full conference fee must be paid, in clear funds and in accordance with the instructions set out in the invoice, within 30 days of the date of the invoice or before the event date, whichever is earlier. 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, a phone number exists at the bottom of the invoice for you to call.

1.5 If you have opted to pay via credit card upon registration you will receive an email confirmation from Stripe and a VAT receipt will be emailed to you.

Please note we do not accept cash or cheque payments. 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.

1.6 Registration fees include VAT at the prevailing rate, complimentary refreshments, and lunch, and conference materials. They do not include 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.

2. BOOKING AMENDMENTS, SUBSTITUTIONS & CANCELLATIONS

2.1 Cancellation of registration bookings must be received in writing to rcgp@haymarket.com.

Cancellations received will be refunded at the following rates:

- On or before 31 July: Full fee less a £45 administration fee.
- Between 1 August and 1 October: 50% of the registration fee
- From 2 October: We regret that no refund can be made.

2.2 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 Friday 10 October 2019.

2.3 In the event of a substitution the full conference ticket (including tickets to attend multiple days) will be transferred to the new replacement delegate.

2.3 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.

2.4 All fees must be paid in full prior to the event, without exception. Any delegates arriving at the conference with their payment outstanding may be asked to complete credit card details as a guarantee.

2.5 We are unable to accept payments by invoice from Tuesday 24 September 2019. Any delegates registering after Tuesday 24 September 2019 must register and pay with a valid credit card. Bank transfer charges are the responsibility of the payer.

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.

3. PROGRAMME AND SPEAKER CONFIRMATION/CHANGES

3.1 Changes to any aspect of the conference (including speakers and programme) 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.

3.2 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 organiser's control. Where the organisers elect to cancel a conference the liability of the organiser will be limited to a refund of any fees paid. The organisers are not liable for any consequential loss.