

## **Sport and Recreation Alliance – Event Terms and Conditions**

### **1. Definitions**

**Customer:** the person, company or organisation identified as enrolling a delegate;

**Delegate:** a person attending the event and may also be a customer.

**Enrolment:** The sign up of a delegate through Participant or alternative registration system.

**Event:** courses, seminars, workshops or conferences offered by the Sport and Recreation Alliance at the stated venue.

**Materials:** any document in either electronic or printed form.

**Venue:** the location at which an event is held.

**We:** the Sport and Recreation Alliance.

**Working Day:** any day from Monday to Friday (inclusive) which is not a statutory bank holiday in England.

### **2. Orders and acceptance**

**2.1** The delegate is deemed to accept these terms upon enrolling for an event and is responsible for ensuring the accuracy of all details submitted.

**2.2** These terms govern the booking for the event to the exclusion of any terms and conditions of the delegate. The booking form incorporates these terms and constitutes a legally binding contract.

### **3. Fees**

**3.1** The prices for an event will always be per delegate and will include all fees, including use of equipment, all materials and refreshments if provided, unless otherwise stated.

**3.2** Refreshments will be provided. In case of all day events lunch will also be provided by the Sport and Recreation Alliance. We will endeavour to accommodate all dietary requirements providing that the customer/delegate provides this information within 7 days of the event, however we are unable to guarantee this.

**3.3** The prices stated are correct at the time of publication but may be subject to increase i.e. early bird bookings.

**3.4** All prices exclude VAT at 20% unless otherwise stated.

## **4. Payments**

**4.1** Payment in full must be received and cleared by the Sport and Recreation Alliance before the start of an event. We accept payment by selected debit/credit cards, or bank transfer.

**4.2** The Sport and Recreation Alliance reserves the right to refuse admission for any failure by the delegate to complete the payment process for the event prior to the start of the event.

**4.3** An invoice may be issued prior to the start of the event. Payment must, however, be received and cleared before the start of the event. If not the Sport and Recreation Alliance reserve the right to refuse admission to the event.

## **5. Reservations**

**5.1** Upon completion of online booking by delegates, the Sport and Recreation Alliance will confirm the booking by emailing an acknowledgement to the delegate to the email address provided.

**5.2** Bookings are not confirmed until payment is received.

**5.3** The Sport and Recreation Alliance will not reserve places. Places are offered on a first come, first served basis; the only delegates who have a guaranteed place at an event are those who have received the email acknowledgement in 5.1 and whose payment has been received by the Alliance

**5.4** Where there are differing prices for an event the following criteria apply:

- **Member:** A paid member of the Sport and Recreation Alliance, this could be an individual within one of the Alliance member organisations.
- **Non-Member:** A non-Alliance member, not for-profit organisation from within the Sport and Recreation sector. This could be an individual within the organisation.
- **Corporate:** A non-Alliance member, profitable organisation. This could be an individual within the organisation.

## **6. Venue and content of event**

**6.1** The Sport and Recreation Alliance reserves the right to change the venue of the event from the venue specified, when necessary. In the case of changes to the venue the Sport and Recreation Alliance will inform the customer as soon as possible and provide information about the revised venue.

**6.2** The Sport and Recreation Alliance endeavours to hold all events in venues that are accessible to all. Should an individual have a specific access requirement they should declare so when booking onto an event, to ensure that the Alliance can fully accommodate their requirements on the day. Please note that it may not be possible to meet accessibility requirements unless they are declared in advance. Should the Alliance have to move an event to a venue which isn't fully accessible, then the delegate will have the right to cancel their booking.

**6.3** Speakers at any event hosted by the Sport and Recreation Alliance speak on behalf of themselves or any organisation they represent. Opinions expressed by speakers are, therefore not necessarily those of the Sport and Recreation Alliance.

**6.4** The Sport and Recreation Alliance will endeavour to ensure that the published programme is provided. The Sport and Recreation Alliance, however, reserves the right to alter published programmes, dates and speakers according to circumstances. The liabilities of the Sport and Recreation Alliance will in respect of such changes be limited to a refund of the delegate's event enrolment fees if so requested.

**6.5** The Sport and Recreation reserves the right to ask a delegate to leave an event if their conduct is offensive or disruptive. In such circumstances no refunds will be given.

**6.6** Delegates must follow any health and safety, including fire evacuation procedures, stipulated by the venue.

## **7. Cancellations**

**7.1** The Sport and Recreation Alliance reserves the right to cancel, postpone or otherwise alter the content or date of an event without notice. In such circumstances, the Sport and Recreation Alliance will return any payment received. Any refund will be limited to the amount paid by the delegate to secure their place at the event.

**7.2** In the event of a cancellation by a delegate, cancellation fees will be due as follows:

- A cancellation of an order more than 7 calendar days before the event, for any reason, will entitle a customer to a full refund of the fee.
- A cancellation of an order less than 7 calendar days before the event, for any reason, will entitle a customer to no refund of the fee.

Where an event\* is free to attend:

- A cancellation of an order less than 7 calendar days before an event, for any reason, will incur a cancellation fee as specified at the time of booking,
- Failure to attend an event, for any reason, will incur a cancellation fee as specified at the time of booking.

\*This does not apply to Alliance Webinars.

**7.3** To request a refund please notify us in writing by email to:

events@sportandrecreation.org.uk

**7.4** Should you be entitled to a refund from the Sport and Recreation Alliance, then it will be paid as soon as possible, or within 30 days.

## **8. Substitutions**

**8.1** Delegate substitution will be accepted, subject to prior notification to the Sport and Recreation Alliance. Where possible, the Sport and Recreation Alliance asks the customer to inform them of the alternative delegate's name, so that they can be added to the delegate list and a provided with a badge for the event.

## **9. Force majeure**

**9.1** The Sport and Recreation Alliance will not be liable for any failure or delay in the delivery of the event which is caused by circumstances beyond its reasonable control.

**9.2** Where such events occur the Sport and Recreation Alliance obligations will be suspended for so long as such circumstances continue, or the event may be cancelled in which case the provision of clause 7 will apply.

## **10. Copyrights**

**10.1** By completing the online booking form customers acknowledge that all rights in the content of events and materials shall be owned by the Sport and Recreation Alliance (or the consultant responsible for developing the event and materials) and that in attending an event delegates will not obtain any rights whatsoever in such content or materials.

## **11 Data Protection**

**11.1** Your privacy is important to us at the Sport and Recreation Alliance. When you reserve a place and buy a ticket for one of our events or training courses, you are providing us with personal information including, for example, your contact details. To see how we collect, process and protect your personal data, please see our [Data Protection Policy and Privacy Policy](#).

Please note that we do not retain any details of debit or credit card used to make payments to us.

**11.2** The Sport and Recreation Alliance may take photographs and/or video during events and training courses which may be used for the purposes of promoting future events, courses and the Alliance in general through our website and on social media. We have a legitimate interest to process images for these purposes. However, if an image is focused on one individual or on a small number of individuals, we will only make use of it if we have the consent of those individuals who are the clear focus of that photograph or video.