

Terms and conditions for Association of Chairs (AoC) events

How to book

Bookings for our event are made online <https://www.associationofchairs.org.uk/future-events/>

Payment

Payment must be made in full prior to the start of the event. We reserve the right to reallocate the event place to another delegate if fees are not paid in time.

Member tickets, and promotional and discount codes

You must ensure that you only book member tickets for which you are eligible based on your level of membership at the time of the event. AoC reserves the right to cancel your ticket if member ticket eligibility criteria are not met.

Please ensure that any promotional and discount codes are applied to your purchase before finalising your payment option. These codes cannot be added to your purchase at a later date. Discounts apply only to full price tickets, and cannot be used in conjunction with another offer.

Confirmation of your booking

For free events we initially send a **provisional** booking to acknowledge your interest in attending. A **provisional** booking does **NOT** confirm that you have a place at the event. We allocate places and send **confirmation** emails to people who are allocated places. (We apply a policy of allocating places preferentially to AoC members). We send apology emails to people who have not been allocated a place. **Only people who have received a confirmation email have a booked place.**

For paid for events your place is confirmed when we receive your payment. If you pay for your event online, you will receive an automatic confirmation email. Please check the details of the booking are correct and if you would like to make any amendments to your booking please contact events@associationofchairs.org.uk or phone 0207 8989 700. If you do not receive a confirmation email, please check your Junk mailbox first. You can contact events@associationofchairs.org.uk to check the status of your order.

Changes and cancellation of events

Association of Chairs reserves the right to change or cancel event dates, times or venue without liability. Every effort will be made to give as much advance notice as possible, and attendees will be contacted via the email address given at the time of booking. If the attendee cannot make the altered dates or venue, we will offer a full refund of fees.

Any travel or other costs incurred for arrangements are entirely the attendee's responsibility and Association of Chairs does not accept any liability for reimbursement of any costs incurred by attendees.

We cannot offer refunds for cancellations due to circumstances outside our control; including adverse weather conditions, transportation issues, major incidents or industrial action. We will not be liable for any other consequential damages or costs incurred.

Programme content

We reserve the right to alter or vary the programme, speaker or venue where necessary or to reschedule or cancel all or part of the event.

Change or cancel your booking

AoC members can cancel their bookings online (you need to login first):

<https://www.associationofchairs.org.uk/members-area/event-bookings/>

Non AoC members should email us at events@associationofchairs.org.uk.

Please note if you choose to cancel your place we cannot offer refunds except in exceptional circumstances.

Event partners

The AoC occasionally runs events in partnership with other organisations and charities. In this instance we reserve the right to share your name, organisation and contact details with these third parties, solely for the purpose of providing you with information relating to that event.

Filming and recording

By attending an AoC event, attendees consent to being filmed, recorded and photographed. Attendees grant the AoC the right to use recordings of any type made of their attendance in any and all media, and by means of publicity and promotion relating to the AoC.

Errors

Errors made by you when entering your data, are your responsibility and the AoC will not be held responsible for any inconvenience caused by the supply of incorrect personal information, nor will we offer refunds on any accidental purchases made. It is your responsibility to check that the tickets issued to you are accurate.

Other

Neither AoC, nor the venue accept responsibility for attendees' personal belongings or valuables, for example laptops or communications devices. These remain the responsibility of the individual attendees.

Tickets may not be resold or offered for resale by anyone, whether at a premium or otherwise, and may not be used for advertising, promotion (including contests and sweepstakes) or for any other trade purposes. Resale or attempted resale of a ticket will render the ticket void and the holder of any resold or transferred ticket may be ejected from or refused entry to the event.

You will not trade or solicit trade at the event without the prior consent of Association of Chairs.

Unauthorised flyering or bannering, use of photographic and/or any other type of recording equipment at the event is prohibited.

You will comply with all reasonable safety and other announcements and/or directions whilst attending the event.

AoC reserves the right to remove any attendee from an event should their behaviour be deemed inappropriate. In such event, no refund of event fees or other costs will be made.

Association of Chairs reserves the right to alter or amend these terms and conditions without prior notification.