

## SUMMIT 2019 – TERMS AND CONDITIONS

### **Payment & Access**

1. All bookings are subject to availability and acceptance by Consumers International, which will be confirmed in writing (including email) after Consumers International has received a completed booking form and the related payment (if required).

2. All payments for tickets must be made at time of booking on the registration platform and payment of the Event fee will entitle the delegate named on the ticket to attend the Event.

3. The fee includes entry to the Event and refreshments during the Event excluding 29 April 2019.

4. Delegates must bring proof of registration and photo identification to the Event. The name on the proof of registration must match the photo identification and Consumers International reserves the right to deny access if the delegate fails to provide relevant proof of registration and identification, or if the delegate has not paid the fee in full.

5. Please advise Consumers International of any special access requirements you have when you make your booking.

6. Consumers International reserves the right, without any liability, to refuse you admission or remove you from the Event if you fail to comply with these terms and conditions, or if in the opinion of Consumers International you represent a security risk, nuisance or annoyance to the running of the Event.

### **Changes, Cancellations & Substitutions**

7. In certain circumstances it may be necessary for Consumers International to alter the content, format or timing of the Event. Consumers International will notify all delegates of such changes prior to the Event.

8. If you cannot attend the Event you must notify Consumers International in writing at [summit@consint.org](mailto:summit@consint.org). Consumers International may at our discretion allow you to send a substitute, provided Consumers International has received details of the substitute at least five (5) days before the Event.

9. If you have paid a fee for a ticket and you notify Consumers International that you wish to cancel your attendance at the Event in writing to Consumers International at [summit@consint.org](mailto:summit@consint.org) at least thirty (30) days in advance of the Event, Consumers International will refund any fee you paid for the ticket, less a deduction of an administration fee of 10% of the fee paid for the ticket. Thereafter thirty (30) days, Consumers International will refund any fee you paid for the ticket, less a deduction of an 50% of the fee paid for the ticket. Unless Consumers International agrees otherwise, the refund will be made in the same form as the original payment was received, but in no circumstances will

refunds be made in cash. No refunds will be available for any cancellations occurring within seven (7) days in advance of the Event.

10.If due to exceptional circumstances Consumers International needs to cancel or postpone the Event, Consumers International will notify you as soon as reasonably practicable of any such cancellation or postponement. If the Event is cancelled or postponed, and you cannot attend on the rearranged date, Consumers International will refund any fees you paid for a ticket. The entire liability of Consumers International to you shall be limited to any amount you have paid for an Event ticket. Your only remedy is for a refund as set out above, and to the extent permissible by law, Consumers International excludes all other liability to you, whether in contract, tort or otherwise in respect of any expenditure, damage or loss incurred by you as a result of the cancellation or postponement.

### **Visas & Travel Authorisation**

11.You are responsible for arranging appropriate travel authorisations to travel to, and gain entry, into the country where the Event is taking place. You are responsible for all costs associated with obtaining such authorisations, unless you have a special arrangement with Consumers International. Consumers International shall not compensate you, nor shall refunds be issued, in the event of your inability to attend the Event due to lack of necessary travel authorisations.

### **Event materials**

12.Materials distributed by or on behalf of Consumers International at the Event may not be reproduced without the written permission of Consumers International.

### **Liability**

13.To the fullest extent permitted by law Consumers International will not be responsible for loss, damage or injury to any person or their property howsoever caused and including any direct, indirect, economic or consequential loss.

### **General**

14.These terms and conditions contain the entire agreement between you and Consumers International. A person who is not a party to these terms and conditions has not rights to enforce any of these terms and conditions. These terms shall be governed by English law and you hereby submit to the exclusive jurisdiction of the English courts.