

Events terms and conditions

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What's in these terms?

These terms tell you the rules for booking to attend an Event hosted by the Institute of Export and Import ('IOE&IT) via our website (www.export.org.uk).

Who are the IOE&IT and how to contact us

www.export.org.uk is a site operated by the Institute of Export and International Trade (IOE&IT). The IOE&IT is a private limited company registered in England and Wales under company number **00307186** and our registered office is located at **Export House, Minerva Business Park, Lynch Wood, Peterborough, Cambridgeshire, PE2 6FT**. Our VAT number is GB 232 4603 95.

Events

Through our website, you can obtain tickets to a number of different types of events which are either hosted solely by the IOE&IT or a collaboration with which the IOE&IT is engaged. These events may be held virtually or physically at a venue. examples of these include:

- Awards
- Conferences
- Expos
- Networking events
- Membership events
- Workshops

The above list is intended to be examples of the types of events which the IOE&IT are involved in and is not intended to be exhaustive. There may be other types of Events that can be booked through our website. For an event booked through the website virtually you may be sent an email link which will gain you access to the virtual event. For a physical event held at a location an E-ticket will either be sent to your email account once you have booked to attend an Event or a QR code will be available to be scanned through an App – you will be advised at the time of booking how your ticket will be provided to you. Remember to check your spam or junk accounts for your booking confirmation and your E-Ticket if it is an event where an E-Ticket will be provided to you. If you cannot locate your event you can contact us regarding your order at events@export.org.uk.

Some of these Events may be free. Some Events may be chargeable.

To note

The views and opinions of invited speakers at IOE&IT events are not those of the IOE&IT. The IOE&IT does not certify the accuracy of information provided by speakers. Furthermore being invited to speak at IOE&IT events does not constitute or imply endorsement or recommendation by the IOE&IT of the speaker's organisation if they are affiliated with one.

In accordance with the IOE&IT's Privacy Notice, photographs and videos may be taken by the IOE&IT representatives or any entity whom the IOE&IT has engaged at our events for use on social media and

websites associated with the IOE&IT, for the purposes of, legitimate organisational interests, marketing and in press releases. The purpose of publishing is to promote the work undertaken by the IOE&IT and to support UK businesses in growing their international markets and trade. You acknowledge that by your choosing to attend an IOE&IT event that your image may be captured for the uses as stated above. We take this opportunity to remind those who choose to participate in our events, that images published on social media may be reused or reshared, which may adversely affect our ability to fully honour your Article 17 Right to Erasure or Article 21 right to object in respect of those images.

If you do not wish to have your photograph taken then please contact the event organiser as detailed on the event advertisement. We may not always be able to honour your request – especially in a group setting but where we can consider your request we confirm that we will.

You are not permitted to record any IOE&IT events without written consent from the IOE&IT.

If the event is recorded by the IOE&IT a copy of the recording may be made available to you, we may also share this on social media and through our website. If a copy of the event is made available to you we will advise you via your email address that you provided when booking to attend our event.

We do our best to ensure that all the information on our website is current and accurate.

Our Terms

1. THESE TERMS

1.1 What these terms cover. These are the terms and conditions on which we supply tickets to you for Events that are advertised on our website.

1.2 Why you should read them. Please read these terms carefully before you submit your request to us. These terms tell you who we are, how we will provide tickets to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.

1.3 Are you a business customer or a consumer? In some areas you will have different rights under these terms depending on whether you are a business or consumer. You are a consumer if:

- You are an individual.
- You are buying products from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).

1.4 If you are a business customer this is our entire agreement with you. If you are a business customer these terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation based on any statement in this agreement.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Who we are. We are The Institute of Export and International Trade (“IOE&IT”) a company registered in England and Wales as set out above.

2.2 How to contact us. Details of the Event organiser will be contained in each Event advertisement and will be contained on any relevant booking confirmation. If you cannot find the relevant information our contact details are found on our website at:-

<https://www.export.org.uk/>

Alternatively you can contact us regarding an event on either events@export.org.uk or 01733 404400

2.3 How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking.

2.4 “Writing” includes emails. When we use the words “writing” or “written” in these terms, this includes emails.

3. OUR CONTRACT WITH YOU

3.1 How we will accept your booking.

(a) You will be required to register for events on our website. If you are a member then you only need to register once per event and this will generate a booking in your name. If you do not wish to register as a member, then you will have to complete a booking request form each time you register for an event. Please see our [Privacy Policy](#) regarding data that we hold.

(b) When you have registered and created an account, you can then apply to attend Events that are advertised on our website.

(c) We require payment for Events when these are booked. Our acceptance of your booking will generate a booking confirmation and this will be sent to you by email together with the method of how you will access the event you have booked on to. Please check all email folders before you contact us to let us know that you have not received your booking confirmation or access to the vent.

Once these are received by you, a contract will come into existence between you and us.

3.2 If we cannot accept your booking. If we are unable to accept your booking, we will inform you of this by telephone or email and will not charge you for the tickets. This might be because the Event is no longer taking place or the spaces are full for that Event. There may also be an age restriction on certain events.

3.3 Your booking number. We will assign a booking number and tell you what it is when we accept your booking. It will help us if you can tell us the booking number whenever you contact us about an Event.

4. OUR EVENTS

4.1 Our Events are as advertised on the website. If any significant changes are made to the Event prior to this taking place, you will be notified and will have the right to cancel your tickets. See our cancellation provisions below at clause 8. A significant change will be a change in venue or change in date of Event.

5. YOUR RIGHTS TO MAKE CHANGES

5.1 If you wish to make a change to your booking, please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

6. OUR RIGHTS TO MAKE CHANGES

6.1 **Minor changes to the Events.** We may change the Event:

- (a) to reflect a change in venue that is no more than 5 miles away from the original event; or
- (b) the speaker or host of the Event; or
- (c) make minor changes to the content.

These minor changes will not make a significant impact to that advertised and we will notify this to you as soon as possible. In the case of a minor change to the Event requests for cancellation of orders will not be possible.

6.2 **More significant changes to the Event and these terms.** If there are any significant changes to that which was advertised, we will notify you of the changes and, if you do not accept these changes, please see our cancellation provisions below at clause 8.

6.3 **Termination of your participation in the Event.** If the event organiser considers that your behaviour at a physical or virtual Event is such that it is detrimental to the reputation of the IOE&IT and not in the best interests of the other attendees at an Event, then your participation in the Event may be terminated forthwith either by asking you to leave the physical Event or by excluding you from participation in a virtual Event.

In the event that you are excluded from the Event, you will not be entitled to any refund.

7. PROVIDING YOUR E-TICKETS

7.1 **Event Costs.** The costs for attendance at each Event will be as advertised. Some Events may be free and some may have an associated cost depending upon the type of Event. If you have any queries on the costs for an Event, please contact the organiser as set out in the Event advertisement.

7.2 It is your responsibility to provide details of any specific dietary for any Event that provides refreshments. It is your responsibility to advise us of any accessibility requirements. We will not be held liable for any omission made by you. If you do not provide these at least one full calendar week before the Event, we may not be able to accommodate any specific requests. Any requests received at least one full calendar week will be accommodated where possible but it may not always be possible to accommodate any specific requests. We will advise you if we are or are not able to accommodate your request.

7.3 Delivery costs. There is no cost for the provision of e-tickets.

7.4 When we will provide the e-tickets. The e-tickets will be provided to you with your booking confirmation. Payment must be made on booking for any Events where there is a charge. You cannot proceed with a booking for Events where payment is required without receipt of that payment. Some Events may be free. You will be required to follow the payment instructions.

7.5 What will happen if you do not give required information to us. We will need correct contact details from you and it is up to you to ensure that these are correct at the time of booking. We will not be responsible for the late delivery of e-tickets if your email address is incorrect.

7.6 Reasons we may suspend the provision of e-tickets to you. We may have to suspend the supply of a product to:

- (a) deal with technical problems or make minor technical changes to our website;
- (b) make changes to the booking as requested by you or notified by us to you (see *Clause 6*).

If we are unable to provide e-tickets to you, we will seek to make alternative arrangements to ensure that you can attend an Event. Details will be provided to you by telephone or email should this situation occur and will be considered on an individual basis.

8. YOUR RIGHTS TO END THE CONTRACT AND CANCELLATION

8.1 You can always end your booking with us. If you wish to terminate your booking, you must telephone or email us immediately. Your rights in relation to whether you are entitled to a refund when you end the booking are outlined in clause 8.2 below. If you do not attend an Event that you have booked and paid for, you will not be entitled to any refund.

8.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any e-tickets. The reasons are:

- (a) we have told you about an upcoming significant change to the Event or these terms which you do not agree to (see *Clause 6.2*);
- (b) we have told you about an error in the price or description of the Event you have booked and you do not wish to proceed;
- (c) we have suspended supply of the e-tickets for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 14 days before the Event and cannot provide the e-tickets to you by any other method; or
- (d) the Event is cancelled; or
- (e) you have a legal right to end the contract because of something we have done wrong.

9. HOW TO END THE CONTRACT WITH US

9.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

(a) Phone or email. Call the Event organiser as set out on the Event advertisement or email us at events@export.org.uk or 01733 404400 and they will direct your email to the correct organiser. Please provide your name, home address, details of the booking together with any booking reference and your phone number and email address.

9.2 Destruction of E-Tickets after ending the contract. If you end the contract for any reason after you have received your e-tickets, you must destroy these.

9.3 How we will refund you. If you are entitled to a refund under these terms we will refund you the price you paid for the e-tickets excluding any booking fee to be deducted as set out on the Event advertisement, by the method you used for payment.

9.4 When your refund will be made. We will make any refunds due to you as soon as possible.

10. IF THERE IS A PROBLEM WITH THE BOOKING

10.1 How to tell us about problems

If you have any questions or complaints about the booking or e-tickets, please contact us. In the first instance, you must contact the Event organiser as detailed in the Event advertisement. Alternatively, you can telephone our customer service team at 01733 404400 or email us at events@export.org.uk – please ensure that you quote the booking reference.

11. PRICE AND PAYMENT

11.1 Where to find the price for the Event. The price of the Event (which includes VAT) will be the price indicated in the advertisement and will be again confirmed when you place your booking. If any booking fee is to be charged, this will also be set out in the advertisement. We use our best efforts to ensure that the price of the Event advised to you is correct.

11.2 When you must pay and how you must pay. We accept payment with a number of difference debit and credit cards. Details of the cards accepted on listed on each payment section of the event site. You must pay in full when booking.

11.3 What to do if you think a booking receipt is wrong. If you think your booking receipt is wrong please contact us promptly to let us know. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

11.4 Special Offers. From time to time at our discretion we may offer special offers as part of an event promotion. These could be an Early Bird discount ticket offer or another incentive such as buy one get one free. These are intended to be examples and are not intended to be exhaustive examples. Any special offer promoted by ourselves in conjunction with an event may be removed at any time and we are under no obligation to run any incentive or special offer in conjunction with any event.

12. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

12.1 Nothing in these terms shall limit or exclude our liability for:

- (a) death or personal injury caused by our negligence, or the negligence of our team members, agents or subcontractors (as applicable);
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; [or]

12.2 Subject to *Clause 12.1*:

- (a) we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us; and
- (b) our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the sum paid by you for any tickets to that Event

13. HOW WE MAY USE YOUR PERSONAL INFORMATION

13.1 **How we will use your personal information.** We will only use your personal information as set out in our Privacy Policy.

14. OTHER IMPORTANT TERMS

14.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within 28 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.

14.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

14.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.

14.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

14.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in

respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

14.6 Which laws apply to this contract and where you may bring legal proceedings. Any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

14.7 Which laws apply to this contract and where you may bring legal proceedings if you are a business. If you are a business, any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

The schedule

Cancellation form

To

The Institute of Export and International Trade

BY EMAIL TO THE EVENT ORGANISER (available on the original event details page)

I give notice that I wish to cancel the following booking:-

EVENT:

BOOKING REFERENCE:

NAME:

ADDRESS:

EMAIL ADDRESS:

DATE:

SIGNED: