

Delegates are requested to carefully read the following Terms and Conditions and bring them to the notice of their staff as appropriate.

**1. PAYMENT**

All bookings prior to the conference must be paid in full to guarantee registration. Once payment has been received, an email confirmation will be sent. If payment is not made at the time of booking, registration will be provisional. Bookings received less than two weeks before the conference date can only be booked online and paid for using a debit or credit card.

**2. EARLY BIRD RATE**

In order to qualify for any 'early bird' rates, booking and direct payment or a cheque must be received before the deadline date listed in the conference marketing material. Inclusive offers cannot be split between two people.

**3. SUBSTITUTIONS & CANCELLATIONS**

Delegates may nominate an alternative person from their organisation to attend up to 24 hours prior to the start of the event, at no extra charge assuming that the substitute person holds the same membership status or additional fees may be required. Should substitution not be possible, cancellation charges apply as follows:

A cancellation charge of £25+VAT will be made for all cancellations.

No refunds after the date specified on the [website](#).

Any substitutions or cancellations must be received in writing.

**4. ACCESS REQUIREMENTS**

Delegates should advise of any special access requirements at the time of registrations.

**5. REGISTRATION INFORMATION**

Registration information will be sent to registered delegates by email at least seven days prior to the event. Any delegate not receiving the registration information should contact us by email [arla@westrade.co.uk](mailto:arla@westrade.co.uk)

**6. ALTERATIONS TO PROGRAMME – CANCELLATION/POSTPONEMENT OF EVENT**

1. ARLA Propertymark reserves the right to make alterations to the conference programme, venue, date, and timings as it sees fit.

2. In the event of it being found necessary, for whatever reason, that the conference is postponed, or the dates are changed, the organisers shall not be liable for any expenditure, damage or loss incurred by the delegate.

3. If by re-arrangement or postponement the event can take place, the booking between the delegate and the organisers shall remain in force.

**7. SPEAKERS**

Views expressed by speakers are their own. ARLA Propertymark cannot accept liability for advice given, or views expressed, by any speaker at the conference or in any material provided to delegates.

**8. PHOTOGRAPHY & FILMING**

For promotional purposes, there will be a professional photographer and video production taking place during the conference. Delegates agree to allow any images captured of them to be used for any promotional purposes by both ARLA Propertymark and Westrade Group.

**9. DATA PROTECTION**

By submitting registration details, delegates agree to allow ARLA Propertymark, Westrade Group and companies associated with the conference to contact them regarding their services. Delegates who do not wish to receive such communications please email [arla@westrade.co.uk](mailto:arla@westrade.co.uk). The contact details of registered delegates will be placed on the attendee list which will be passed to sponsoring companies and to all attendees for them to see who is at the conference for the purpose of networking and meetings. Delegates who do not wish to be included on this list should advise Westrade Group by email [arla@westrade.co.uk](mailto:arla@westrade.co.uk) at the time of making their booking.

**10. INSURANCE**

It is the responsibility of the delegate to arrange appropriate insurance cover in connection with their attendance at the conference. ARLA Propertymark & Westrade Group cannot be held liable for any loss, liability, or damage to personal property.