

LESW Event Terms & Conditions

1. Definitions and Interpretations

The definitions and rules of interpretation in this clause apply in these terms and conditions.

Chargeable Events:	Events for which an Event Fee is charged.
Confirmed Delegate:	a Delegate who is confirmed as attending an Event in accordance with condition 3.
Delegate:	an attendee who has registered an interest in attending an Event.
Event:	the conference, meeting seminar or workshop as specified on the booking agreement form.
Event Fee:	the fee charged to attend the Event as specified on the booking form.
Event Partner:	those parties who organise and provide the Event and for whom LESW sells tickets.
LESW:	Andrew Weaver trading as Live Events South West.
Venue:	the venue where the Event is being held as specified in the booking form.
In Writing:	correspondence in writing sent by email to delegates@lesw.co.uk or sent by recorded delivery for the attention of LESW Tickets, Meridian House, Newham, Truro Tr1 2XN.
Ticket:	The ticket or booking receipt received by the Delegate following completion of the booking agreement form and payment in accordance with condition 4.
Non-Chargeable Events:	Events for which there is no Event Fee to pay in order to attend.

Words importing the singular include the plural and vice versa, words importing a gender include every gender and references to persons include bodies corporate or unincorporated.

The headings to the paragraphs are for convenience only and have no legal effect.

A reference to writing or written includes letters and emails.

All costs and payments stated in the booking form and these terms and conditions are exclusive of VAT (unless specifically stated otherwise) and as such VAT at the current rate must be added to any Event booking cost.

2. General

- 2.1 All bookings accepted are made subject to the following terms and conditions and no addition to or variation of, such terms and conditions shall be binding unless agreed by LESW in writing. For the avoidance of doubt, the placing of a booking with LESW shall constitute unqualified acceptance of such terms and conditions.
- 2.2 These terms and conditions shall be governed by and construed in accordance with English Law and shall be deemed to include all other terms and conditions or rules and regulations issued from time to time by the Event Partner or LESW in relation to the Event.
- 2.3 LESW may at any time revise these terms and conditions without notice by posting changes online. It is the responsibility of the users to review this information at the time of booking. These changes will be effective and binding from when they appear on the LESW website or Event Partner website.
- 2.4 In the event of any dispute as to the interpretation of these terms and conditions as a result of their translation into a foreign language, the English version shall be taken as authentic.
- 2.5 Where an Event is operated and organised by an Event Partner LESW are taking bookings as an agent for the Event Partner.

3 Bookings

- 3.1 When making a booking on LESW.co.uk, you may be limited to a specified number of Delegates for each event. This amount is included on the first purchase page and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices. Tickets may be restricted to a maximum number per person, per credit card and, for some Events, a restriction may apply per household. We reserve the right to cancel tickets purchased in excess of this number without prior notice.
- 3.2 An application for bookings shall be made by submitting a booking form to LESW via LESW.co.uk or via the Event Partner website.
- 3.3 The following terms and conditions apply to all Chargeable Events:

- 3.3.1 All applications for bookings made without payment of an Event Fee are only provisional until payment has been received and acknowledged.
 - 3.3.2 On receipt of payment an email confirmation and a receipted invoice will be sent by email to the email address provided on the booking form and at this point the booking will be secured.
 - 3.3.3 If payment of the Event Fee is not made in accordance with condition 4 the booking will be cancelled.
- 3.4 All Non-Chargeable Events are allocated on a first come first served basis and any Delegates who are not allocated a Ticket may ask to be added to the reserve list. Bookings for Non-Chargeable Events are only secured on receipt of a signed booking form.
- 3.5 If you are added to the reserves list you will receive an email if a place becomes available. All Delegates on the reserved list will receive an email and any extra places which are available will be booked on a first come first served basis.
- 3.6 It is your responsibility to check your sales invoice or receipt; mistakes cannot always be rectified, however, LESW will always endeavour, but cannot guarantee, to resolve the situation in a timely fashion.
- 3.7 In order to qualify for any 'early bird' rate, booking and payment of any relevant Event Fee must be received before the deadline date listed in the Event marketing material.

4 Payments

- 4.1 Subject to condition 4.2 payment of the Event Fee can be settled either:
- 4.1.1 at the time of booking by direct debit or credit card; or
 - 4.1.2 by cheque made payable to LESW Ticket Holdings and sent to LESW, Pool Innovation Centre, Trevenson Road, Pool, TR15 3PL for the attention of LESW Ticket Holdings.
- 4.2 The Event Fee for all bookings made within 14 days before the Event must be paid at the time of booking by direct debit or credit card.
- 4.3 Payment of the Event Fee made by cheque must be received by LESW 14 days from the date the booking form is submitted, but no later than 14 days before the Event, in order to secure the booking.

4.4 The booking reference number provided at the time of booking should be written on the back of all cheques.

5 Cancellations and Substitution

5.1 All paid Event Fees are non refundable if cancelled by a Delegate.

5.2 Subject to condition 5.3 Delegates may nominate an alternative person to attend the Event up to 72 hours prior to the Event at no extra charge.

5.3 All substitutions must be received In Writing no less than 72 hours prior to the Event. Substitutions after this time will not be possible.

5.4 LESW reserves the right to refuse to accept any substitutes at LESW's sole discretion.

5.5 Cancellations must be made by completing the cancellation form on the LESW.co.uk webpage and submitting it to LESW as soon as it is apparent that the Delegate or any nominated alternative person is unable to attend the Event.

5.6 LESW and the Event Partner reserve the right not to accept a booking by a Delegate at their sole discretion for any reason whatsoever. Any Delegates who have booked and paid for a Ticket will be notified if their Ticket is cancelled by LESW or the Event Partner and a full refund will be made.

6 Event and Registration Information

6.1 Full Event details and registration information will be sent to the email address provided on the booking form once the Event Fee (if applicable) has been received by LESW in cleared funds. Alternatively this information will be displayed on the Event booking webpage on LESW.co.uk or via the Event Partner website.

6.2 In the event that a Confirmed Delegate does not receive the Event and registration information LESW should be notified In Writing.

7 Alterations to the Event

7.1 LESW and the Event Partner reserve the right to make alterations to the Event or cancel the Event at their sole discretion.

7.2 If an Event is cancelled by LESW or the Event Partner a full refund will be made, including any booking fees paid.

7.3 If an Event is altered or varied for reasons beyond LESW's control, LESW or the Event Partner shall not be obliged to refund Event Fees or exchange Tickets.

7.4 If an Event is cancelled or rescheduled by LESW or the Event Partner, LESW will use reasonable endeavours to notify Delegates of the details. LESW do not guarantee that Delegates will be informed of such cancellation before the Event and LESW cannot be held responsible for any travel costs incurred.

8 Event Access and Admissions

8.1 LESW should be advised by the Delegate of any special access requirements to the Event at the time of registration.

8.2 The Venue representatives, LESW or the Event Partner may on occasions have to conduct security searches to ensure the safety of the Delegates.

8.3 Every effort to admit latecomers will be made at a suitable break during the Event, but admission cannot always be guaranteed if Delegates are not at the Venue at least fifteen minutes before the Event is due to begin.

8.4 The Delegate must sit in a seat of a value corresponding to that stated on their Ticket unless otherwise directed by a member of the Event. The Venue representative, LESW or the Event Partner reserve the right to provide alternative seats to those specified on the Tickets.

8.5 Confirmed Delegates shall observe all health and safety rules and regulations, and any other reasonable security requirements that apply at the Venue which are communicated to them.

9 Speakers

Views expressed by speakers at an Event are their own and LESW nor the Event Partner accept any liability for advice given or views expressed, either orally or in writing, by any speaker at the Event.

10 Photography, Filming and audio recording

10.1 The unauthorised use of photographic and recording equipment is prohibited at Events.

10.2 Any tapes, footage, photographs or films of an Event which are unauthorised may be destroyed at LESW, the Event Partners or the Venue's representative's discretion.

10.3 Laser pens, mobile phones, dogs (except guide dogs) and Delegates' own food and drink are also prohibited unless agreed otherwise with LESW or the Event Partner.

10.4 Unless otherwise communicated to LESW the Delegates consent to being filmed and sound recorded as members of the audience at the Event which may be used by LESW or the Event Partner for marketing or communication purposes.

11 Data Protection

11.1 By making a booking and accepting these terms and conditions Delegates, Confirmed Delegates and nominated alternative persons agree that their personal data will be processed by LESW or the Event Partner on their behalf.

11.2 By submitting registration details, Delegates agree to allow LESW, the Event Partner and any associated third parties to contact them regarding the services they offer.

11.3 Delegates who do not wish to receive communications from LESW, the Event Partner and any associated third parties should email delegates@lesw.co.uk to unsubscribe.

11.4 The Delegates agree to their names being placed on an attendee list which may be passed to sponsoring companies and to other Delegates for the purposes of marketing and networking. Delegates who do not wish to be included on this list should advise at the time of booking the Event.

12 Websites & Links

The LESW website may link to other websites and networking tools provided for the convenience of its users. The contents of these websites are maintained by their owners, and LESW cannot accept any responsibility for any content contained on third party websites.

13 Liability

13.1 The Event Partner and LESW accept no responsibility of the loss of or damage to any personal property belonging to Delegates.

13.2 LESW cannot accept any responsibility for any injury to Delegates or their nominated alternative person sustained whilst attending the Event.

13.3 The Delegate shall be liable for any costs incurred in repairing any damage to the premises or contents provided for at the Event.

13.4 Personal arrangements including travel, subsistence and accommodation relating to the Event which have been arranged by Delegates are at their own risk and cost.

13.5 Nothing in these terms and conditions seeks to exclude the liability of LESW or the Event Partner for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.

If you have any questions about these Terms & Conditions, please contact -

LESW

Meridian House
Heron Way
Newham
Truro
TR1 2XN

T: 01872 888733

E. delegates@lesw.co.uk