

## ABTA Hybrid Conference booking terms and conditions

Please read these terms and conditions carefully before booking.

You should understand that by booking, you agree to be bound by these terms and conditions.

### 1. Your booking

**1.1** To register you must complete the online registration and make full payment of the booking fee for either virtual or in-person attendance. You will receive a confirmation upon completing the online registration process. If you have not received your booking confirmation within 24 hours, please contact the ABTA Events team on [events@abta.co.uk](mailto:events@abta.co.uk). At a later date, you will receive joining instructions and log in details for the event.

**1.2** By registering online you have agreed to accept these terms and conditions. A contract will exist as soon as ABTA sends you a confirmation of registration.

**1.3** The virtual element of the Conference will be delivered via a web portal. By registering for the event and using the portal you confirm to us that you have read and will adhere to the authorised user terms and conditions of the technology provider as set out here: [www.crowdcomms.com/termsuk/](http://www.crowdcomms.com/termsuk/). In particular, we draw your attention to clauses 2 of the attached terms and conditions where we are referred to as the Customer and you are referred to as the Authorised User. This said clause indicates, amongst other things, that you will keep a secure password for your use and access to the platform and keep this confidential; permit the portal provider to audit the services in order to establish the name and password and check compliance with their contract; not access, store, distribute or transmit any material during the use of the platform that is unlawful, harmful, illegal, etc. You are referred to the portal provider's terms and conditions for full details of the obligations.

**1.4.** If you are attending the event in person, we may require you to have a Lateral Flow Test or provide proof of vaccination as condition of entry to the event. We reserve the right to refuse admission to anyone who cannot provide a negative test result or evidence of vaccination. Further, all in-person attendees will be required to adhere to any COVID-19 guidelines and restrictions as issued by the venue, in line with government advice, at the time of the event.

**1.5** Please check the details of your booking carefully and let ABTA know if any information appears to be incorrect. You can update your details by emailing [events@abta.co.uk](mailto:events@abta.co.uk).

### 2. What is included in a virtual delegate booking?

A virtual delegate booking gives you access to watch and participate in the conference.

This includes:

- Unique log in to the Virtual portal
- Ability to pre-submit questions ahead of and on the day of the event.
- Presentation slides will be circulated after the event

### 3. What is included in an in-person delegate booking?

- Unique log in to the Virtual portal for optional additional engagement on the day i.e. polls, Q&A
- The fee includes a working lunch, coffee, tea and other refreshments
- Presentation slides will be circulated after the event.
- Venues will be confirmed two weeks in advance of the event taking place.

Accommodation and transportation are NOT included in the in-person delegate booking fee.

#### **4. Payment and Fee**

**4.1** Full remittance of booking fees must accompany online registration. Payment should be made in pounds sterling by credit card or debit card. We accept all cards including American Express, Visa and MasterCard.

**4.2** To qualify for the ABTA Member or Partner registration fee, you must be an ABTA Member or Partner or directly employed by an ABTA Member or Partner and the relevant Membership fees must be up to date at the time you register. Delegates may be required to satisfy ABTA of their registration status. ABTA reserves the right to charge the difference in the fee for non-Members who register at the Member rate. Contact [events@abta.co.uk](mailto:events@abta.co.uk) if you would like to apply for ABTA membership.

**4.3** In the event of non-payment of our booking fee, you will be unable to secure your booking.

#### **5. Content**

**5.1** The views expressed by the speakers in this event are solely those of the speakers concerned and they do not represent the official views or opinions of ABTA. ABTA and its officers, employees and agents do not accept or assume any liability, responsibility or duty of care for any consequences to you or anyone else acting, or refraining from acting, in reliance on the views and opinions expressed in this meeting or for any decision based on those views and opinions.

**5.2** The presentation slides and event footage should not be reproduced in any form or in any means without the written permission of ABTA.

**5.3** ABTA reserves the right to change the programme as outlined in pre-event literature and on the website due to unforeseen circumstances.

#### **6. Data protection and Third Parties**

**6.1** ABTA is a registered data controller and may collect personally identifiable information relating to you, (including your name; employer's name and address; telephone number; email address; and access requirements). Such information will be collected when you register your booking online or communicate with us by email. You agree and consent to us using such personal information received by us and to it being processed as necessary. This includes processing by us and relevant third parties such as web portal provider hosting and broadcasting the virtual conference. Training, and for the purposes of administration, statistical analysis, marketing, customer service and feedback, as relevant. Your information may be used to send you relevant marketing and informational material on our products and services. If you do not wish to receive information about our products and services then please contact us at [events@abta.co.uk](mailto:events@abta.co.uk). You may ask us to send you a copy of your information being held by us at any time and ask us to remove the same or update/correct it.

**6.2** By providing us with personal information about medical, dietary or other special needs during registration or otherwise, you consent to us passing the information on to the suppliers who will be providing the necessary services. For our full Privacy Notice please click [here: https://www.abta.com/privacy-notice](https://www.abta.com/privacy-notice)

**6.3** Links to third party websites on this Website are provided solely for your convenience. If you use these links, you leave this Website. ABTA has not reviewed all of these third-party websites and does not control and is not responsible for these websites or their content or availability. ABTA does not therefore endorse or make any representations about them, or any material found there, or any results that may be obtained from using them. If you decide to access any of the third party websites linked to this Website, you do so entirely at your own risk.

**6.4** When you register for your place on event, you will be asked whether you give your permission for your contact details (email, phone number, name, job title) to be passed to speakers and sponsors after the event.

## 7. Special requests

**7.1** Access requests – if you have a disability or medical condition that requires special arrangements to be made, please let ABTA know of your requirements by completing the special requests field at the time of booking or by emailing ABTA at [events@abta.co.uk](mailto:events@abta.co.uk).

## 8. Transfer of booking

**8.1** If you are due to attend the event in person but are unable to do so due to COVID-19 restrictions, please email [events@abta.co.uk](mailto:events@abta.co.uk) to either transfer your in-person registration to a colleague or to transfer your own registration to attend the event online.

**8.2** In the event of transferring your booking to attend online, a refund of the difference in fees will be provided upon the provision of proof to confirm that the reason for such a transfer was COVID-19 related and only up to ten days prior to the event. After this time, no refund will be due as payments will already have been made to the venue on your behalf.

**8.3** If you are due to attend the event online but now wish to transfer your booking to attend in person, please email [events@abta.co.uk](mailto:events@abta.co.uk). We will endeavour to meet your request however this will be dependent on the availability of space at the venue and subject to you paying the difference in fees via credit card or debit card upon transfer.

## 9. Changes/Cancellations

**9.1** Cancellations or amendments must be made in writing to [events@abta.co.uk](mailto:events@abta.co.uk).

**9.2** We can accept substitutions and name changes at any time. Upon your replacement, they accept these terms and conditions.

**9.3** If you cancel your place, the following terms apply:

- 8 weeks or more prior to the event - we will issue a refund minus administration charge of £60 plus VAT
- 2 - 8 weeks prior to the event - you will receive a 50% refund
- less than 2 weeks prior to the event - we regret that no refund can be given.

Once the cancellation has been received by ABTA, a credit note will be raised and/or the refund (if applicable) will be returned onto the card of payment - this can take up to a week to show on your statement.

**9.4** In this Agreement, “Force Majeure Event” means any circumstances beyond our reasonable control including, without limitation, acts of god, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, any strike action, lock-outs or other industrial action, pandemic, epidemic or other widespread illness, any law, action or direction by a government or public authority, non-performance by suppliers or sub-contractors and interruption or failure of utility service. If the event is cancelled or postponed, you will be given notice by email. If the event is cancelled by ABTA for any reason excluding Force Majeure Event, ABTA shall refund the booking fee that you paid. If the event is postponed due to Force Majeure Event, your booking fee will be credited towards the rescheduled date of the event and your booking will transfer to the rescheduled date of event. If you are unable to attend on the rescheduled date, you may i) nominate a colleague to attend in your place up to 3 working days before the rescheduled date or ii) receive a 100% credit note representative of the booking fee paid, valid for 12 months from date of the credit note, to be used towards the booking fee of future ABTA events.

**9.5** The exclusions and limitations of a party’s liability shall not apply in the case of the tort of deceit or fraudulent misrepresentation by it or its personnel, the death or personal injury caused by its negligence; or a breach by that party of obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982.

**9.6** If your attendance is deemed inappropriate for a travel industry event, then ABTA reserves the right to cancel your place and offer a full refund.

**9.7** If you are late or do not attend the event on the day, you are not entitled to a refund but you will receive the presentation slides.

**9.8.** In the event that Government advice prevents the delivery of the event in-person, the event will proceed solely as an online event. ABTA reserves the right to hold the full amount paid by in-person attendees due to event related costs already incurred at the date the in-person event is cancelled. A refund will be issued for any difference in such costs and the fee paid, if there is an outstanding balance.

## **10. Photography**

**10.1** Attendees of events may be featured in videos, photographs and/or audio from events as part of its marketing campaigns. By attending an event, you grant us permission to use video, photograph and audio tape footage of you during the event.

**10.2** Please notify the ABTA Events team ([events@abta.co.uk](mailto:events@abta.co.uk)) if you would like to have picture or video footage of yourself removed.

These terms and conditions between you and ABTA shall be governed by English Law and both you and ABTA shall submit to the jurisdiction of the English courts.