

Terms and Conditions

Submission of a registration form or email is regarded as a firm booking (subject to availability) and acceptance of these terms and conditions.

Payment

Please note that payment of all fees must be made in full and in cleared prior to the event. If you submit your registration less than 30 days prior to the first day of an event, then payment of all fees must be made in full and in cleared funds prior to attending the event. Cogent Group reserves the right to cancel any registration, with warning, at any time prior to the start of the event if all fees due have not been paid by the relevant time.

VAT

Value Added Tax (VAT) is payable by all delegates whether from UK, Mainland Europe or overseas. Charges shown are exempt from VAT unless otherwise indicated. Where VAT is applicable it is shown and calculated at the then current standard rate. If the rate is altered as a result of government legislation charges may be adjusted accordingly. A tax invoice/receipt will be issued to all.

Cancellation Policy

Sponsors

All sponsors cancellations must be given in writing.

- 40% refund will be given if we receive cancellation notification in writing by 60 days prior to the event start date

- If the written cancellation is received after this date, or you do not attend, no refund will be issued

Delegates

Substitutions may be made at any time. If you wish to substitute a delegate, please contact the Conference Desk at the earliest opportunity.

All delegate cancellations, must be given in writing 28 days prior to the event start date.

- Full refund will be given if we receive cancellation notification in writing 28 days prior to the event start date.
- If the written cancellation is received after this date, or you do not attend the event, no refund will be issued

Event Cancellation

The Organisers reserves the right to cancel any event at any time and at its sole discretion. In the event of such a cancellation, you will be refunded any registration fees paid, upon proof of purchase, and this refund shall be the full extent of the Organiser's liability to the delegate arising out of such cancellation.

In the event of cancellation, the Organisers will use reasonable endeavours to alert those who have booked to attend an event or purchased tickets and details of any cancellation will be posted on the appropriate event website.

Delegates are responsible for checking this information prior to the event.

Programme Changes

The Organisers reserves the right to make alterations to the programme, date and/or venue at any time without prior notice.

Liability

Delegates are required to comply with the rules and regulations governing the applicable venue. The delegates shall insure and keep insured any property they bring onto the venue and/or the accommodation, and any such property is brought onto, or left, at the venue and/or the accommodation at their own risk.

Subject to the other provisions of this section (Liability), the Organisers shall only be liable to delegates for proven direct losses suffered due to the negligent acts or omissions of the Organisers and the Organisers's liability for these proven direct losses is limited in total to the amount paid by the delegate to the Organisers for the relevant event. The Organisers expressly excludes any liability for any property damage or loss incurred at any time during the event. The Organisers shall not be liable (whether such liability arises due to negligence, breach of contract, misrepresentation, or otherwise) for any direct losses or damages not stated above or for any indirect or consequential losses or damages howsoever arising. This shall include, but not be limited to, (and whether direct, indirect or consequential) loss of use or any profit, business, or data or any loss of use or damage suffered by any delegate as a result of an action brought by a third party, even if such loss was reasonably foreseeable or the Organisers had been advised of the possibility of the delegate incurring the same.

Nothing in these terms and conditions is intended to limit or exclude any liability which the Organisers is not able to limit or exclude by law including, but not limited to, liability for any fraudulent misrepresentation and/or for any death or personal injury caused by its negligence.

The delegates shall indemnify the Organisers, and keep the Organisers indemnified, for any costs, losses, or damages that the Organisers pays to the venue, accommodation or any other supplier connected to the event following (i) any breach by the any of the delegates of the relevant rules and regulations relating to the venue; (ii) any damage done to that venue or accommodation or any equipment thereon by any of the delegates, including, but not limited to, any equipment provided for the event; and (iii) any injury suffered by any person, animal or item caused by or in consequence of any act or omission of any of the delegates.

Delegates must put in place appropriate insurance to cover any costs, liabilities or other losses that they may suffer or incur arising out of these terms and conditions (including the indemnity above), any cancellation of any event for any reason or arising out of their inability to attend the event for any reason (including any reason beyond their control). Delegates acknowledge that the Organisers shall not be liable for any costs or losses arising due to such cancellation or inability to attend, save to the extent expressly set out in these terms and conditions, and therefore it is their responsibility to ensure they have appropriate insurance.

Non Discrimination Policy

The Organisers will use its reasonable endeavours to comply with UK law applicable in relation to discrimination on any grounds.

Accordingly, the Organisers are committed to providing equality of opportunity and fair treatment for all. The Organisers will not intentionally discriminate on the basis of gender, age, marital status, sexual orientation, ethnic origin, religion, culture or disability in dealing with the delegates.

Data Protection

We collect and process your personal information for the following purposes:

Maintaining clear contact information for the booking, provision and payment of events.

We will hold your name, address, email address, phone number and other relevant contact details you provide to us, and will use this information to maintain contact with you to provide your requested services, manage the delivery and invoice you for them. We retain this information in our events record for 2 years after the most recent event you attended and for 7 years in our financial records (due to statutory requirements).

While we retain your contact information, we will not contact you about our services. You may subscribe to such communications at any time.

We do not share personal information with third parties. If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at info@cogentskills.com

Personal information of delegates

The provision or management of an event might require you to provide us with personal information relating to delegates (such as name, dietary requirements, and accommodation requirements). This may include the provision of sensitive information. We will not retain this information any longer than two years after an event. We will assume that you have obtained the consent from your delegates for us to hold their personal information for that purpose.

You have the right: to ask us for access to, rectification or erasure of your information; to restrict processing (pending correction or deletion); to object to communications or direct marketing; and to ask for the transfer of your information electronically to a third party (data portability). You retain the right at all times to lodge a complaint about our management of your personal information with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

In addition, you acknowledge that the Organisers and/or its representatives and/or any delegate and/or attendee at the event may take photographs and/or video footage of all or part of it. The Organisers may then include any of these photographs and/or video footage on any of its websites and/or other promotional materials, at its discretion; unless it receives written request from you confirming that you do not want the Organisers to use any images identifying you.

Governing Law

These terms and conditions are governed by English Law and the Courts of England and Wales shall have exclusive jurisdiction to determine any disputes which may arise under them.

Should you require clarification on any aspect of the event or these terms and conditions please contact the Cogent using the details below:

Conference Desk
Cogent Skills
Unit 5 Mandarin Court
Centre Park
Warrington
WA1 1GG
T. 01925 515220
E. kate.hutchins@cogentskills.com