



# Terms and Conditions



The Event organiser is CILT(UK) (company number 2629347) whose registered address is Earlstrees Court, Earlstrees Road, Corby NN17 4AX ("Organiser".)

Only people registered/booked in accordance with these terms and conditions are eligible to take part in the Event ("Delegate(s)").

## **Bookings**

- **Places cannot be reserved** - bookings are only accepted with full payment
- CILT(UK) bookings do not include any form of insurance. Delegates are advised to make suitable arrangements to cover themselves, and any luggage
- CILT(UK) does not indemnify the participant against consequential loss, personal injury or force majeure
- CILT(UK) cannot be held liable for any travel or accommodation costs booked via a third party
- **All bookings are subject to English law**

## **Payments**

- If payment cannot be collected for any reason including, without limitation, due to insufficient funds, cover of account or revocation by the applicant (also at a later date), the applicant cannot participate in the Event and may be charged a withdrawal fee
- All booking fees are inclusive of VAT at the rate of 20% VAT. Social events, not booked as part of a package, are priced with VAT at 20%. If a booking is accepted the fee is non-refundable other than as otherwise stated in these terms and conditions
- Payments are accepted in **sterling only** via electronic transfer, debit card, cheque or credit card. CILT(UK) reserves the right to cancel the booking if payment has not been received in full. A 25% administration fee will be applied in this case
- Bookings are accepted on the strict condition that all fees are paid at least 48 hours before the start of the event
- **Cash payments cannot be accepted**

## **Discounts**

- An exclusive Early Bird discount of 15% can be claimed on all bookings made before 1 April 2019
- CILT Members, WiLaT, Women in Logistics members, those under the age of 35 can claim an exclusive 15% discount on all bookings made before 14 June 2019
- Delegates can **only claim one of the special discounts offered**

## **Refund Policy**

If you wish to cancel your event booking, CILT(UK) operates a set scale of refunds as follows:

- If you cancel up to **18 May 2019** = 70% of the CILT(UK) event booking fee will be refunded
- If you cancel between **19 May - 1 June 2019** = 10% of the CILT(UK) event booking fee will be refunded
- If you cancel between **2- 15 June 2019** = You will not qualify for any refund



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## **Event Changes or Cancellations**

- CILT(UK) reserves **the right to cancel the event**, in this case the full price of the booking will be refunded. No liability for any costs or expenses incurred by the customer are accepted by the company in the event of cancellation or postponement
- CILT(UK) reserves the right to **vary the programme**

## **Transfers**

- **Bookings can be transferred** to a replacement delegate up to 48 hours before the event without further charge
- All cancellations, transfers and substitutes should be confirmed **in writing** before the event. Substitutes may be refused entry if this condition is not met

## **Visa**

**CILT(UK)** cannot provide visas but will provide a **Letter of Invitation** to delegates who have paid in full. Those unable to gain the required authority to attend the event will be refunded minus the 25% administration fee.

## **Permission**

Delegates automatically allow CILT(UK) the right to use **images or video taken** of them during the event in company marketing and advertising materials. Delegates who do not want to be featured should advise the organiser at least 7 days prior to the event.

## **Marketing**

Delegates agree that CILT(UK) may **contact them after attendance** at the Convention, via email, regarding membership, other opportunities and events, but not necessarily confined to this list. CILT(UK) guarantees delegate details will not be traded to be used by any other third parties.

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