



THE COMPLIANCE
FOUNDATION

Workshop and event booking terms and conditions

1. All bookings for The Compliance Facility Limited's (trading as The Compliance Foundation) workshops and events are made with The Compliance Foundation ('TCF', 'we', 'our') and entered into subject to these terms and conditions. By making a booking you agree, on behalf of yourself, your organisation and attendees from your organisation, to be bound by these terms and conditions. In these terms and conditions, the expressions 'you', 'your' and attendee(s)' mean the party booking a place or places at the Event.

Bookings and payment

2. We have to receive and confirm payment of the booking for a booking to be confirmed. An initial acknowledgement will be sent to you by our website on receipt of a workshop or event ('Event') booking and relevant payment. Then, once payment has been confirmed by us, an electronic version of the receipt will be available to download from our website. In the event of any problems or any enquiries about this, you should contact info@thecompliancefoundation.co.uk providing appropriate identification and contact details as well as details of your query.
3. Places for Events are made available on a first come, first served basis and you will not be registered to attend an Event until we have confirmed we have received payment and your electronic receipt is available to download from our website.

Incidental expenses

4. We are not responsible for reimbursing travel, accommodation or any other costs or expenses incurred by delegate(s) or third parties in relation to Events.

Cancellation of an Event by us

5. We reserve the right to alter the contents and timings of an Event, the facilitators or presenters and/or the venues at which the event or workshop is planned to be held. We will always endeavour to ensure that an Event goes ahead but we may cancel the Event at our sole discretion. In the event of a cancellation by us, other than relating to a failure by you to make payment in accordance with these terms and conditions, a full refund of the booking fee will be made with no further liability on our part.



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Cancellation or substitution by you

6. We will give you a full refund of the Event booking if you cancel up to 14 working days before the Event by emailing us at info@thecompliancefoundation.co.uk. We will not provide refunds for cancellations received less than 14 working days before the Event. We reserve the right to require proof of identity in the event of a cancellation or refund of an Event booking.
7. Any refund will be made to you within 10 working days of our acknowledgement to you of your cancellation and request for a refund. Any refund will be made to the account or using the payment details used in the payment which was made to us for the Event booking. We will not make refunds to third parties and we may require you to reconfirm the payment details to us.
8. Where an Event booking is a corporate one such as made by a business or employer, you may substitute a delegate at any time up to 48 working hours before an Event is due to commence by emailing info@thecompliancefoundation.co.uk.
9. Where an Event booking is a personal one for an individual, the person booking will not be permitted to transfer their booking to someone else unless they first obtain specific written consent from us.

Liability for property and personal injury

10. You are responsible for travelling to, from and attending an Event organised by us and you are responsible for your own safety, the safety of your possessions and your interactions with other delegates, the venue and their respective possessions. You agree to conduct yourself in a responsible and safe manner and to respect the property and interests of others.

Damage

11. You will be responsible for any damage, caused by you to the property of the venue, any of our property including our materials, the property of other delegates, and that of individuals using the venue and agree to make good or pay full restitution for the making good of any such damage.

Force majeure

12. We shall not be held responsible for any delay or failure in performance of our obligations to the extent that such delay or failure is caused by fire, flood, strike, civil, governmental or military authority, acts of God, acts of terrorism, acts of war, epidemics



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or acute outbreaks of communicable disease, or other similar causes beyond our reasonable control.

13. We will not be liable for any loss or damage (whether direct or indirect) which may be suffered by you due to any circumstances or events beyond our control including, but not limited to, acts of God, war, riot, strike, lock-out, trade dispute or labour disturbance, accident, breakdown of plant or machinery, fire, flood, storm, leakage, shortage of or inability to obtain materials, failure of supply of electricity or telephone or compliance with any regulation, direction or request made by a Government authority.

Language

14. The standard language used in the Events is English.

Differently abled adjustments

15. We want to make our Events accessible to all and will be happy to talk through how we can cater for any special needs requirements you may have. Please contact us as soon as possible if you have a special need to discuss arrangements. However, we may, despite reasonable efforts, not always be able to put the necessary arrangements in place to cater for your specific needs.

Catering Requirements

16. You know your specific needs best. Please share with us any particular catering requirements at the time you make your booking – specifically those relating to food allergies and intolerances – so that we can advise whether these can be met.
17. Many of our Events will be held on others' premises or using others' catering facilities. Accordingly, we cannot guarantee the content or method of preparation of food or drink and you should take account of this.
18. Therefore, where you have a substantial allergy, intolerance or other need, you should consider bringing your own snacks, drinks or food which is appropriate to the venue of the Event and please advise us of this at the time of booking.

Intellectual property

19. You have the right to use the materials provided by The Compliance Foundation at the Event for your own use. You do not have the right to reproduce or use our materials, in



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full or in part, to conduct any similar Event of your own or to share with third parties or use individually, or with others, for commercial or other business purposes without our express prior permission.

Data protection

20. We will control and process any data we collect from you in line with our Data Privacy Policy - <http://thecompliancefoundation.co.uk/privacy-policy/>

Photography and video

21. We may ask for your consent to take photographs and/or video footage of you at our Events and your image may subsequently be used on our websites, social media channels, publications, promotional material and publicity in the future. No references will be made that link your image with any other personal data unless specifically agreed.

Complaints process

22. We work hard to ensure that the quality of our work and the experience for you is of a high standard. However, if you feel that we have not delivered to the standards we have set out then please let us know by emailing info@thecompliancefoundation.co.uk.

23. For further details of your rights under the Consumer Contracts Regulations, you can visit your local Citizens' Advice Bureau or visit the Competition and Markets Authority website.

Law

24. These Terms and any dispute or claim arising in connection with them shall be governed by the laws of England and shall be subject to the exclusive jurisdiction of the English Courts. Nothing in these Terms and Conditions shall restrict or exclude any liability that we have to any party that cannot be excluded by law.

25. Submission of any booking constitutes a legally binding agreement.

Survival of terms

26. All provisions of these Terms and Conditions that by their nature should survive termination of these Terms shall survive (including, without limitation, all limitations on liability, releases, indemnification obligations, disclaimers of warranties, agreements to



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arbitrate, choices of law and judicial forum and intellectual property protections and licences).