

## STUDENT CONFERENCE TERMS & CONDITIONS

**Please read the Terms and Conditions carefully before you book. Please note that by making a booking, you agree to be bound by these Terms.**

### YOUR BOOKING

The person making the booking must possess the legal capacity and authority to enter into a binding contract. You enter the contract on behalf of your school/college (which is the contracting party) and you accept that you have procured that the relevant Terms are complied with by your delegates attending the course.

To make a booking, you can contact us directly by telephone, or fax, email, or make a website booking. Your booking will be assigned a booking reference number. You may make an early booking for provisional numbers, following which we will then send you a Pro Forma Invoice advising your booking details. We require confirmation of your provisional booking 28 days from the date of your provisional booking. In the event of a late booking (within 28 days of the conference) we require confirmation by return email.

On receipt of confirmation of your final delegate numbers a full VAT invoice will be issued for payment within 28 days of the invoice date.

If we have not received confirmation of your final numbers 28 days prior to the conference we will issue an invoice based on your provisional numbers. Please do advise us writing 7 days of the invoice date if there are any changes to the numbers or if any of the details are not correct. Once confirmed, you must pay in accordance with the terms stated on your invoice.

We understand that student numbers fluctuate and we will do our best to help accommodate changes. However, we cannot reduce confirmed numbers within 28 days of the conference date. If your numbers increase we will try to accommodate these depending on availability.

All booking requests are offers and are subject to acceptance by us. Once we receive your booking we will notify you of our acceptance by email, your booking is then confirmed in accordance with our terms and conditions. Your confirmation email will contain a copy or link to our full terms and conditions, by virtue of your booking, you are deemed to accept.

Venue directions and programme details are normally dispatched two weeks before the date of the conference directly to the delegate. We recommend that you do not book travel tickets/accommodation or confirm your transport arrangements to the event until final details have been received in writing, by email. **Travel costs will not be refunded in the event of cancellation if purchased prior to our final venue confirmation being received.** If you do not receive your final details please contact our Administration Department before attending the conference as details may have changed from those advertised in the brochure.

### PRICES AND PAYMENT

The prices of conferences are as advertised on our website and published brochures. These prices exclude VAT. Prices may change without prior notice, but changes will not affect bookings which have already been made.

**Payment in full is required 28 days from the date of your confirmation invoice.**

Venue directions and programme details are normally dispatched two weeks before the date of the conference directly to the delegate. We recommend that you do not book travel tickets/accommodation or confirm your transport arrangements to the event until these final details have been received in writing, by email. **Travel costs will not be refunded in the event of cancellation if purchased prior to our final venue confirmation being received.** If you do not receive your final details please contact our Administration Department before attending the course as details may have changed from those advertised in the brochure.

### CANCELLATION POLICY:

If it is necessary to cancel a conference due to unforeseen circumstances, after the final confirmation details have been issued, we will offer a suitable alternative or provide a full refund if this is not possible. Refunds will not be made for any travel expense claims made where our final venue confirmation has not been issued. We strongly advise that travel is not booked until you have this final confirmation to avoid any out of pocket expenses being incurred.

We reserve the right to cancel your booking at any time before the final confirmation contract is formed. If we do, we will offer you either a full refund or a transfer to another course.

If you wish to cancel your booking please notify our Administration Department in writing or by email as soon as possible. The full cost of the booking is payable if you do not cancel your booking and do not attend the conference. To cover the cost of processing your cancellation and to compensate us for the risk that we may not be able to resell your places, we make a cancellation charge on the scale shown below. Please note – no refunds (including travel) will be given if you are unable to attend due to circumstances beyond our control (see below \*)

<b>More than 28 days to the date of the event</b>	<b>28 days or less to the date of the event</b>
Full refund available	No refund available

**Important note – events beyond our control.**

We will not be liable or responsible for any failure to perform, or delay in performing of, any of our obligations, due to events outside of our control ( 'Force Majeure Event' /

Events beyond our control include: civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks – epidemic, pandemic, technical problems with transport – impossibility of the use of railways or other means of public transport, your or family illnesses, bereavements, actual or potential weather conditions and any other similar events, non-happening due to the inability of any presenter to deliver the workshop due to illness or injury in circumstances in which he/she cannot be replaced.

Our performance under any contract is deemed to be suspended for the period that the Force Majeure event continues. We will use our reasonable endeavours to find a solution by which our obligation under the contract may be performed despite the Force Majeure event. This means we will postpone the course to another date if this is possible and offer you places at the postponed course.

**TRANSFERRING YOUR BOOKING:**

You may transfer from one conference to another by requesting such a transfer in writing by email at least 2 weeks prior to the original conference taking place. Transfers can take place at any time up to 2 weeks prior to the original conference taking place. We do not charge for transfers.

**CHANGES TO CONTENT:**

We hope that we will not have to make any change to your event but, because they are planned months in advance, we sometimes do need to make changes and amendments. We reserve the right to amend course content and/or course speakers at any time.

If you have already booked, we will let you know as soon as we can. If you want to change any details of your booking we will do our best to help but would normally be unable to change the booking within 2 weeks of the date of event. If you transfer your booking to another person they must comply with all the terms of the existing booking.

**COMPLAINTS:**

If you have a complaint whilst attending a Keynote Educational course, please notify our representative at the event who will endeavour to assist you and use his/her reasonable efforts to resolve the problem immediately. If you are still not satisfied, or there is any other aspect you are not happy with, you must write to our Administration Department at the address given in your correspondence. Please write your booking reference on your letter and include your daytime telephone number. Please submit any complaint within 28 days of the course and allow sufficient time for us to investigate this before responding.

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