PREOPERATIVE ASSOCIATION TERMS AND CONDITIONS

By registering for an event with the Preoperative Association, you agree with the terms and conditions outlined below:

Delegate Payments

Delegate payments can be made by the following methods Credit/debit card, BACS or invoice

- Once you have registered for the course you will be taken through to a PayPal platform to make payment. Please note you **DO NOT** need a PayPal account to make payment using a Credit or Debit card this is just a platform for processing payment.
- Payment is required in full when registering for the event. If the payment is not received within seven days of registering for the event your booking will automatically be cancelled and removed from our booking system.
- Invoice payments will be accepted however there will be a booking fee of £30 per booking. If you would like us to provide an invoice to your place of work this must be done in writing well in advance of the course dates. Payment is due within 30 days of issue. Invoice requests should be sent to enquiries@eventmanagementdirect.co.uk and should include a purchase order number and full details of where the invoice is to be sent ie name of contact, email address and full invoice address.
- If you have any questions regarding payment for the course or wish to make a group booking, please contact our events team at enquiries@eventmanagementdirect.co.uk.
- Certificates of attendance/completion will not be issued unless payment has been made. Fees for all courses are outlined on our website. The Preoperative Association reserve the right to change the course fees at any time.

Refunds and Cancellation

In the unlikely event that the Preoperative Association has to cancel an event, we will refund any pre-paid registration fees in full to the account the payment was made from.

If you are unable to attend an event and need to cancel your booking, you will need to contact our events team by email to enquiries@eventmanagementdirect.co.uk.

Where a fee has been charged, you will be reimbursed as follows:

- If a request for a refund is made within seven days after the registration date, the Preoperative Association will issue a full refund minus a 20% administration fee.
- The Preoperative Association will **NOT** provide refunds after seven days following the date of registration. After day seven all payments are non-refundable and you are liable for full payment of the fees.
- A refund of 75% of the course fee, may be granted in exceptional circumstances. Exceptional circumstances will be considered by the Preoperative Association on an individual basis and the applying delegate will need to provide evidence of such circumstances. This must be expressed in writing to the events team via enquiries@eventmanagementdirect.co.uk as soon as possible.

Conditions of Attendance
You may:

- Access the course for your individual use only.
- Download and/or print any course materials for your individual use only.

You may not:

- Re-sell or trade your access to the course to anyone.
- Share the link to the course with anyone else who has not registered and paid to attend the course.
- Reproduce, alter or distribute any of the materials contained in the course or related materials and/or communications as your own.
- Claim ownership or use over any of our intellectual property without our prior written consent, which includes (but is not limited to): copyrights such as course materials, worksheets, workbooks, lessons, videos and more; trademarks such as names, logos, tag-lines or other unique source identifiers, including the look and feel of the course (and its related communications and materials).
- Use our course or any related materials and/or communications in an unlawful way or for any illegal or unlawful purpose(s).
- If you wish to use, publish or refer to any of our content, course(s) or related materials, you must do so by requesting permission prior to commencing use by emailing our events team at enquiries@eventmanagementdirect.co.uk. Permission is not granted until you receive such permission in writing.

We reserve the right to refuse access to or remove any delegate from any Preoperative Association event who, in our reasonable opinion has, or is likely to affect the enjoyment of the other delegates, in our reasonable opinion is acting under the influence of alcohol or drugs, or who uses threatening, abusive or insulting words or behaviour or who behaves in a manner which may cause a breach of the peace.

The Preoperative Association is dedicated to creating and maintaining a positive event experience where everyone is treated with dignity, courtesy and respect, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate bullying, intimidation, harassment, or victimisation of event participants in any form.

Any discriminatory language and imagery are not appropriate at any Preoperative Association event, including in presentation material. If you violate these rules, you may be sanctioned or expelled from the event without a refund.

**Recording disclaimer**

During the event we may do one or all of the following:

- Take screenshots (subject to your approval for the platform to access your webcam)
- Record all audio output from the event
- Video record the event proceedings

Any subsequent screenshots or recordings may be used in future publicity materials only. All video and audio recordings and screenshots will remain the property of the Preoperative Association. By submitting an online booking form, you are agreeing to the screenshotting and/or recording and/or filming of the proceedings, as described above, being made for future
dissemination by the Preoperative Association and third parties with whom it works in partnership.

**Data Protection**

Your information will be held by the Preoperative Association and third parties with whom it works in partnership for the purposes of the Data Protection Act 2018.

Registrations for events are managed using a system operated by a third party under contract to the Preoperative Association and the event itself is run on a virtual platform operated by a third party under contract to the Preoperative Association. Data, including personal data, will be processed and stored on systems managed by these third parties and in accordance with the events privacy notice. The privacy notice also sets out any other ways in which we may use your personal data.

Where the Preoperative Association contracts with additional third parties to provide events, we may also provide them with access to this data in order for them to fulfil their services to the Preoperative Association.

We may store the information you have provided and will use it for the administration of the event in question, to improve the services we provide and if you have chosen to opt in we will use it to inform you via email of future events and relevant activity.

You can choose to unsubscribe from emails of this kind at any time. You may get your information updated or removed from our system by emailing our events team at enquiries@eventmanagementdirect.co.uk.

The information you submit will not be kept for any longer than is needed. The length of time will depend upon whether we have a business need for keeping the information and/or if the law requires that we keep the information for a particular length of time.

We may ask you to confirm your personal details to ensure they are accurate.

As you have provided personal information, we need you to agree to the processing of this data so please ensure that you have reviewed the online event privacy notice as by submitting an online booking form, you are agreeing to us processing this data as described.

We may record incidents of misconduct and inappropriate behaviour where necessary in order to keep participants safe and foster a welcoming environment at our events. We will use it as described in our privacy policy.