Event Booking Terms and Conditions

This page (together with the documents referred to on it) defines the terms and conditions on which we enable you to make a booking for a place on any of our 'Events' (Members meetings, Hearing Expo, Online meetings workshops or 'Lunch & Learn' sessions) listed in our publications, flyers, e-newsletters, social media and on our Website. Please read these terms and conditions carefully before booking any of our Events. **You should understand that by booking any AIHHP Events, as either a delegate or an exhibiting company's representative, you agree to be bound by these terms and conditions.**

Please understand that if you refuse to accept these terms and conditions, you will not be able to book any of our Events.

1. PRICE AND PAYMENT

The price of any of our Events are available on our Website or for Exhibitors via the Event Prospectus. Prices listed are exclusive of VAT (if VAT is applicable) at the prevailing rate unless otherwise stated.

Prices are liable to change at any time, but changes will not affect bookings in respect of which we have already sent you a Booking Confirmation, except in cases of obvious error.

You may pay for your booking via bank transfer (BACS) or by credit and debit card by clicking the 'Pay Now' button on the invoice that is sent out directly from our accounts system; Xero.

Payment shall be due strictly in accordance with our event invoice terms (this is upon receipt and would definitely be required prior to the commencement of the Event).

We shall be entitled to charge you interest on late payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended from time to time). Please note, we ensure our emails are secure as possible, however, **please do not send us payment information using email.** Unless we are proven to be fraudulent or negligent, we will not be liable to you for any losses caused as a result of unauthorised access to the personal and transactional information that you provide us when making a booking.

2. SPECIAL OFFERS

We reserve the right, from time to time, to run special promotional offers on events. Special Offers may include, but are not limited to, price promotions. In the event of a Special Offer, additional terms and conditions may apply which will be made available at the time of booking.

3. CONFIRMATION OF BOOKING

After making a booking you will receive an auto-generated e-mail acknowledging that your online booking form has been received.

The contract ('Contract') between you (the 'Delegate') and AIHHP is formed upon the sending of a Booking Confirmation email from us, which will have your invoice attached.

If you have not received this email within 14 days of completing the online booking form, please contact us.

Please note, your place is not confirmed until full payment has been received.

Should there be a limited number of places at each Event these will be allocated in order of receipt of bookings.

5. CODE OF PROFESSIONAL CONDUCT

AIHHP requires all event attendees to abide by a Code of Conduct when attending an AIHHP event. By agreeing to the terms and conditions of booking you are also agreeing to conduct yourself safely, professionally and respectfully in line with this **Code of Professional Conduct**.

6. EVENT CONTENT

We reserve the right to make changes to the published programme of an Event (but not the overall content), for example to timings and/or speakers if one of the advertised speakers is unable to attend. In such cases, you will not be entitled to a refund if you cancel your place.

7. EVENT VENUE

AIHHPs Events are held at different venues for each event. You acknowledge that we may have to change the published venue for the event for reasons beyond our control and in such cases, you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.

You are liable for any loss or damage which you may cause to our premises or that of the external venue and agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at any venue from time to time.

If you have a disability or medical condition that requires special arrangements to be made, or specific dietary requirements, please notify us of your requirements when making your booking.

8. VIRTUAL EVENTS

AIHHP uses Zoom in order to deliver any events online. Zoom is a GDPR compliant video conferencing platform with full end-to-end encryption.

We have assessed the associated risks of using an online platform and also the implications for GDPR legislations. We have taken advice and we are confident that we have mitigated against any risks associated with using an online platform and have implemented the following measures:

- All meetings are password protected
- All meetings use the Zoom waiting room to allow us to screen attendees before they are admitted
- Attendees are advised not to share the Zoom link
- AIHHP admin team member monitors and is present for the duration of all events
- We have procedures in place to deal appropriately with any issues
- Zoom registration is not used therefore no personal data is passed on to them by AIHHP
- AIHHP has the ability to remove any attendee if their behaviour is deemed inappropriate
- Participants are made aware if the meeting is to be recorded

For further information on how Zoom handle personal data and cookies, please visit **https://zoom.us/gdpr**.

If you have any questions on virtual meetings and how this may affect your personal data, please contact info@aihhp.org

9. OUR CANCELLATION AND REFUND POLICY – AIHHP Hearing Expo 2026 & Keith Darrow Workshop

Should you wish to cancel a booking (a registration or dinner ticket) before the **1 October 2026** you will be due a full refund for the part of the booking payment that you are cancelling - less a 10% administration fee.

After the 1st October 2026 all booking payments are non-refundable.

Why the 1st October 2026 - This is 6 weeks prior to the first event taking place and the date AIHHP is required to provide final delegate numbers to the venue. We are contracted to pay the full costs associated with the numbers given. As AIHHP is a not for profit organisation, we need to minimise the financial risks associated with late non-attendance notification at the event.

Should circumstances outside our control mean that we sadly have to cancel the face-to-face meeting (even at short notice), the meeting may be replaced by a virtual-only event on that date or postponed until 2027. Any amendments to the 2026 meeting will be conveyed to delegates as soon as possible.

In the case that the 2026 meeting is completely cancelled and not changed to a virtual meeting registrants will be offered the option to receive a full refund or have the booking fees paid for 2026 held by the Organisation as full payment towards 2027 booking fees.

For details of what pertain to 'Circumstances outside our control', please see Section 14.

We reserve the right to change the venue of the Event and/or Speakers/Chairperson from those described in the programme due to any circumstances outside of our control.

We also reserve the right in our absolute discretion, to cancel your booking where we need to do so due to insufficient numbers for the Event or the speakers are unavailable or if you are more than 30 days in arrears with any payment due to us. We shall have no liability for losses or costs which you may incur due to such cancellation but we shall refund your booking payment (in full as soon as

possible) or offer you an alternative Event if one is available. You have the choice of accepting the refund, a credit note or attending the alternative Event.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method.

Virtual events

Virtual events often have a much shorter timescale between when booking opens and the event takes place. There are also less individual costs associated with the attendance of a virtual attendee than there are with an in-person one.

In the cases where no additional resources have been purchased for the attendee, such as a licence to use software or to grant access to a platform, or that places were not limited on the number that could attend (e.g. a training course) AIHHP intend to provide a full refund if it is requested at least 2 weeks prior to the start of the event.

If the refund is requested for a limited capacity event or training course or if licences have been purchased, AIHHP will provide a refund on the condition that we are able to resell the reserved place at the event and that the refund request has been made 2 weeks prior to the event.

11. RIGHTS IN MATERIALS

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our Events (including, without limitation, course notes, slides, brochures, articles or case studies) are the property of AIHHP or of our speakers. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

12. IMAGES

We often take photographs at events for marketing purposes. By attending an event, you are giving us permission to use images in which you may be present. In addition, these images may be shared and stored on third-party platforms. Should you not wish to appear in any images, please notify AIHHP's event manager via.

13. OUR LIABILITY

Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings. We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises or at external venues save for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.

We will not be responsible to you or any third party for any business loss (including loss of revenue, profits, contracts, anticipated savings, wasted expenditure, data or goodwill) or any other loss or damage which does not result directly from our actions.

Nothing in these online event booking terms and conditions excludes our liability to you for personal injury or death caused by our negligence.

14. CIRCUMSTANCES OUTSIDE OUR CONTROL

AIHHP shall not be liable for the delay or cancellation of an event, if the delay or cancellation is caused by circumstances or events outside our reasonable control. A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes (without limitation) the following:

- Strikes, or industrial action;
- Riot, terrorist attack or threat of terrorist attack, war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- Impossibility of the use of public or private telecommunications networks; and
- The acts, legislation, regulations or restrictions of any government;

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 bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

15. WRITTEN COMMUNICATIONS

We will contact you by e-mail or provide you with information by posting notices on our Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

16. PRIVACY

Our **Privacy Policy** explains how we will use the information which you have provided to us.

17. PUBLICITY

We may use photographs taken at Events in publicity and marketing materials, including use on our Website. Your attendance at an Event may mean that you are featured in such photographs and you are deemed not to object to the taking of such photographs as detailed above. If you do not wish to be included in any photograph, please notify AIHHP's event manager via events@aihhp.org prior to the photographs being taken.

18. OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

We have the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.