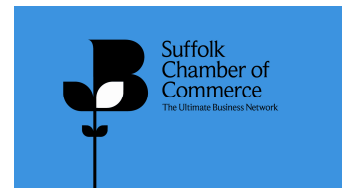


Suffolk Chamber Events Terms and Conditions



DIETARY REQUIREMENTS

A vegetarian option is offered as standard for all events but must be booked in advance. If you have any other dietary requirements, please contact the Chamber Events Team on 01473 680600.

ACCESS REQUIREMENTS

We make every effort to ensure our events are accessible for all delegates. If you have any specific access requirements, or have any other queries about your attendance at the event please contact the Chamber Events Team (details above).

CONFIRMATION PROCEDURE

Once we have received confirmation of your booking in writing, or, via our online booking system, we will send you an automated confirmation email. If you would like to be invoiced, payment terms are immediate payment. An invoice will then be generated and sent out to you via email or post. If your company uses Purchase Order Numbers, please supply this at the time of booking as failure to do so may cause problems with your booking.

If you choose to pay by credit card online you will receive an automatic email confirmation. Please note that we must receive full payment prior to the event start date. Booking form submission (in any form online, fax or post) does not guarantee a place, but the dispatch by us of an email confirmation constitutes a legally binding contract. If you have not received your confirmation email 14 working days after submission of your booking, please contact the Events Team as we may not have received your booking.

Suffolk Chamber of Commerce is unable to accept responsibility for the non-arrival of information. Suffolk Chamber of Commerce reserves the right to decline any booking, at any time. Suffolk Chamber of Commerce reserves the right to vary the content, timings, location and/or speakers of events and as such accepts no liability for variations.

DATA PROTECTION

By registering for an event, Suffolk Chamber of Commerce can provide you with information relating to your booking and other Suffolk Chamber of Commerce related products or services via email, direct mail, fax or telephone. Please write to Suffolk Chamber of Commerce, Felaw Maltings, 42 Felaw Street, Ipswich, Suffolk IP2 8SQ if you do not want to receive this information.

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CANCELLATIONS AND SUBSTITUTIONS

Upon receipt of your booking form (including an online registration form) your place(s) are confirmed. All cancellations or substitutions **MUST BE MADE IN WRITING** and it is the booker's responsibility to confirm that we have received the cancellation. Substitutions are permitted, but substitutions on the day of the event are made at the organiser's discretion only.

If the cancellation is made within 3 working days of the event (or whatever the specific requirements are for the individual event) then full payment will be required.

ON THE DAY

- Please note that we may take photographs, video and audio footage of the event, which may include speakers and the delegation, and this may later be used in editorial features and/or in marketing and promotional material.
- Whilst in attendance at any Suffolk Chamber of Commerce event, if your behaviour is deemed disruptive, offensive, dangerous, illegal, or if you are found to be distributing unauthorised material we reserve the right to eject you without any prior notice or refund.
- Audio and visual recordings or the distribution of commercial materials are not permitted without our prior consent.
- We cannot accept liability for damage to or loss of personal belongings at the event venue.

SPEAKER CONFIRMATION AND CHANGES

- We arrange our events and speakers up to 6 months in advance and, as the date of the event approaches, sometimes speakers are prevented from attending for personal or business reasons.
- With the increasingly challenging market conditions, we cannot guarantee any particular case study or speakers, as our speakers themselves cannot guarantee their attendance to us. We appreciate your understanding.
- We endeavour to find suitable replacement speakers of the same calibre. Often, however, a direct replacement cannot be found or found with enough time for the replacement to prepare a quality presentation.
- Please visit our website www.suffolkchamber.co.uk for regular updates on the speaker faculty.