

# Events terms and conditions

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## What's in these terms?

These terms tell you the rules for booking to attend an Event via our website ([www.sbsleadersforum.com](http://www.sbsleadersforum.com)).

## Who are SBS and how to contact us

[www.sbsleadersforum.com](http://www.sbsleadersforum.com) is a site operated by Integrated System Technologies Limited ("IST"). IST is a limited company registered in England and Wales under company number 03474923 and have our registered office at Smart Building & Sustainability House, 55 Wellington Crescent, Fradley, Lichfield, Staffordshire WS13 8RZ. Our VAT number is 705 1422 77.

## Events

Through our website, you can obtain tickets to a number of different types of events, examples of these include:-

- Awards
- Conferences
- Expos
- Masterclasses
- Round Table events
- Workshops

There may be other types of Events that can be booked through the website. E-tickets will be sent to your email account once you have booked to attend an Event. Remember to check you spam or trash accounts if they do not land in your email account inbox!

Some of these Events may be free. Some Events may include refreshments. Some Events may be chargeable.

## To note

The views and opinions of invited speakers at SBS events are not those of SBS. The SBS does not certify the accuracy of information provided by speakers and being invited to present at SBS events does not constitute or imply endorsement or recommendation by the SBS of the speaker's business.

In accordance with the [SBS Privacy Policy](#), photographs and videos may be taken by SBS representatives at our events for use on social media and websites associated with SBS, for the purposes of event marketing and in press releases. The purpose of publishing is to promote the work undertaken by SBS and to promote all businesses supporting SBS. Attendees will be given the opportunity of not participating in these photographs or videos, and we remind those who choose to participate, that images published on Social Media may be reused or reshared, which may adversely affect our ability to fully honour your Article 17 Right to Erasure in respect of those images.

If you do not wish to have your photograph taken then please contact the event organiser as detailed on the event advertisement.

You are not permitted to record SBS events and meetings without written consent from SBS. If the event is recorded by SBS a copy of the recording may be made available to you following the consent of the event speaker(s) being gained, we may also share this on social media and through our website.

We do our best to ensure that all the information on our website is current and accurate.

## Our Terms

### 1. THESE TERMS

**1.1 What these terms cover.** These are the terms and conditions on which we supply tickets to you for Events that are advertised on our website.

**1.2 Why you should read them.** Please read these terms carefully before you submit your request to us. These terms tell you who we are, how we will provide tickets to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.

**1.3 Are you a business customer or a consumer?** . In some areas you will have different rights under these terms depending on whether you are a business or consumer. You are a consumer if:

- You are an individual.
- You are buying products from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).

**1.4 If you are a business customer this is our entire agreement with you.** If you are a business customer these terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation based on any statement in this agreement.

## **2. INFORMATION ABOUT US AND HOW TO CONTACT US**

**2.1 Who we are.** We are Integrated System Technologies Limited ("IST") a company registered in England and Wales as set out above.

**2.2 How to contact us.** Details of the Event organiser will be contained in each Event advertisement and will depend on where in the UK you are located. If you cannot find the relevant information, you can contact us by telephoning our customer service team at +44(0)121 630 2750 or by writing to us at [marketing@sbsleadersforum.com](mailto:marketing@sbsleadersforum.com) or at Smart Building & Sustainability House, 55 Wellington Crescent, Fradley, Lichfield, Staffordshire WS13 8RZ and we will direct your query to the right organiser.

**2.3 How we may contact you.** If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking.

**2.4 "Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

## **3. OUR CONTRACT WITH YOU**



## 3.1 How we will accept your booking.

- (a) You will be required to register for events on our website. You only need to register once and this will generate an account in your name. If you do not wish to register, then you will not be able to access events. Please see our [Privacy Policy](#) regarding data that we hold.
- (b) When you have registered and created an account, you can then apply to attend Events that are advertised on our website.
- (c) We require payment for Events when these are booked. Our acceptance of your booking will generate a booking confirmation and this will be sent to you by email together with e-tickets. Please check all email folders before you contact us to let us know that you have not received your e-tickets.

Once these are received by you, a contract will come into existence between you and us.

**3.2 If we cannot accept your booking.** If we are unable to accept your booking, we will inform you of this by telephone or email and will not charge you for the tickets. This might be because the Event is no longer taking place or the spaces are full for that Event. There may also be an age restriction on certain events.

**3.3 Your booking number.** We will assign a booking number and tell you what it is when we accept your booking. It will help us if you can tell us the booking number whenever you contact us about an Event.

## 4. OUR EVENTS

**4.1 Our Events are as advertised on the website.** If any changes are made to the Event prior to this taking place, you will be notified and will have the right to cancel your tickets. See our cancellation provisions below at clause 8.

## 5. YOUR RIGHTS TO MAKE CHANGES

**5.1 If you wish to make a change to your booking, please contact us.** We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

## 6. OUR RIGHTS TO MAKE CHANGES

### 6.1 Minor changes to the Events. We may change the Event:

- (a) to reflect a change in venue that is no more than 20 miles away from the original event; or
- (b) the speaker or host of the Event; or
- (c) make minor changes to the content.

These minor changes will not make a significant impact to that advertised and we will notify this to you as soon as possible.

**6.2 More significant changes to the Event and these terms.** If there are any significant changes to that which was advertised, we will notify you of the changes and, if you do not accept these changes, please see our cancellation provisions below at clause 8.

**6.3 Termination of your participation in the Event.** If the event organiser considers that your behaviour at a physical or virtual Event is such that it is detrimental to the reputation of SBS and not in the best interests of the other attendees at an Event, then your participation in the Event may be terminated forthwith either by asking you to leave the physical Event or by excluding you from participation in a virtual Event.

Examples of behaviour which may lead to your exclusion from an Event are:

- (a) making racist or homophobic comments;
- (b) making exaggerated claims regarding your business in order to promote it;
- (c) being aggressive or making demeaning comments about other participants at the Event.

In the event that you are excluded from the Event, you will not be entitled to any refund.

## 7. PROVIDING YOUR E-TICKETS

**7.1 Event Costs.** The costs for attendance at each Event will be as advertised. Some Events may be free and some may have an associated cost depending upon the type of Event or promotional offer. If you have any queries on the costs for an Event, please contact the organiser as set out in the Event advertisement.

**7.2 It is your responsibility to provide details of any specific dietary requirements for any Event that provides refreshments.** We will not be held liable for any omission made by you. If you do not provide these at least two full working days before the Event, we may not be able to accommodate any specific requests.

**7.3 Delivery costs.** There is no cost for the provision of e-tickets.

**7.4 When we will provide the e-tickets.** The e-tickets will be provided to you with your booking confirmation. Payment must be made on booking for any Events where there is a charge. You cannot proceed with a booking for Events where payment is required without receipt of that payment. Some Events may be free. You will be required to follow the payment instructions.

**7.5 What will happen if you do not give required information to us.** We will need correct contact details from you and it is up to you to ensure that these are correct at the time of booking. We will not be responsible for the late delivery of e-tickets if your email address is incorrect.

**7.6 Reasons we may suspend the provision of e-tickets to you.** We may have to suspend the supply of a product to:

- (a) deal with technical problems or make minor technical changes to our website;
- (b) make changes to the booking as requested by you or notified by us to you (see Clause 6).

If we are unable to provide e-tickets to you, we will seek to make alternative arrangements to ensure that you can attend an Event. Details will be provided to you by telephone or email should this situation occur and will be considered on an individual basis.

## **8. YOUR RIGHTS TO END THE CONTRACT AND CANCELLATION**

**8.1 You can always end your booking with us.** If you wish to terminate your booking, you must telephone or email us immediately. Your rights when you end the booking will depend on what Event you have booked and how many days before the Event that you request to end the contract as follows:

- (a) if you wish to terminate your contract with more than 14 working business days before the Event takes place, you will be entitled to a full refund less any booking fee advertised.
- (b) if you wish to cancel with less than 14 working business days before the Event takes place, you will not be entitled to any refund.
- (c) if you do not attend an Event that you have booked and paid for, you will not be entitled to any refund.



**8.2 Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any e-tickets. The reasons are:

- (a) we have told you about an upcoming change to the Event or these terms which you do not agree to (see Clause 6.2);
- (b) we have told you about an error in the price or description of the Event you have booked and you do not wish to proceed;
- (c) we have suspended supply of the e-tickets for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 14 business working days before the Event and cannot provide the e-tickets to you by any other method; or
- (d) the Event is cancelled; or
- (e) you have a legal right to end the contract because of something we have done wrong.

**8.3 Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013).** If you are a consumer then for most products bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

**8.4 When consumers do not have a right to change their minds.** Your right as a consumer to change your mind does not apply in respect of:

1. E-tickets that are booked to an event with less than 14 days before it takes place.

**8.5 Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you are not a consumer who has a right to change their mind (see Clause 8.1), you can still end the contract before it is completed. However, please refer to Clause 8.1 for the available refunds depending on when you elect to terminate the contract.

## **9. HOW TO END THE CONTRACT WITH US**

**9.1 Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

(a) Phone or email. Call the Event organiser as set out on the Event advertisement or email us at [marketing@sbsleadersforum.com](mailto:marketing@sbsleadersforum.com) and they will direct your email to the correct organiser. Please provide your name, home address, details of the booking together with any booking reference and your phone number and email address.

(b) Online. Complete the form on our website.

**9.2 Destruction of E-Tickets after ending the contract.** If you end the contract for any reason after you have received your e-tickets, you must destroy these.

**9.3 How we will refund you.** If you are entitled to a refund under these terms we will refund you the price you paid for the e-tickets excluding any booking fee to be deducted as set out on the Event advertisement, by the method you used for payment.

**9.4 When your refund will be made.** We will make any refunds due to you as soon as possible.

## 10. IF THERE IS A PROBLEM WITH THE BOOKING

**10.1 How to tell us about problems.** If you have any questions or complaints about the booking or e-tickets, please contact us. In the first instance, you must contact the Event organiser as detailed in the Event advertisement. Alternatively, you can telephone our customer service team at +44(0)121 630 2750 or email us at [marketing@sbsleadersforum.com](mailto:marketing@sbsleadersforum.com) – please ensure that you quote the booking reference.

## 11. PRICE AND PAYMENT

**11.1 Where to find the price for the Event.** The price of the Event (which includes VAT) will be the price indicated in the advertisement and will be again confirmed when you place your booking. If any booking fee is to be charged, this will also be set out in the advertisement. We use our best efforts to ensure that the price of the Event advised to you is correct.

**11.2 When you must pay and how you must pay.** We accept payment with a number of difference debit and credit cards. Details of the cards accepted on listed on each payment section of the event site. You must pay in full when booking.

**11.3 What to do if you think a booking receipt is wrong.** If you think your booking receipt is wrong please contact us promptly to let us know. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

## 12. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU



## 12.1 Nothing in these terms shall limit or exclude our liability for:

- (a) death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; [or]

## 12.2 Subject to Clause 12.1:

- (a) we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us; and
- (b) our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the sum paid by you for any tickets to that Event

## 13. HOW WE MAY USE YOUR PERSONAL INFORMATION

**13.1 How we will use your personal information.** We will only use your personal information as set out in our [Privacy Policy](#).

## 14. OTHER IMPORTANT TERMS

**14.1 We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer, you may contact us to end the contract within 28 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.

**14.2 You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

**14.3 Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.

**14.4 If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**14.5 Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

**14.6 Which laws apply to this contract and where you may bring legal proceedings.**

Any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

**14.7 Alternative dispute resolution if you are a consumer.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, please email [marketing@sbsleadersforum.com](mailto:marketing@sbsleadersforum.com) and we will select an approved body who provides ADR from the Chartered Trading Standards Institute ([www.tradingstandards.uk/commercial-services/adr-approved-bodies](http://www.tradingstandards.uk/commercial-services/adr-approved-bodies)) website. You will not be charged for making a complaint and using the ADR Scheme and, if you are not satisfied with the outcome, you can still bring legal proceedings.

**14.8 Which laws apply to this contract and where you may bring legal proceedings if you are a business.** If you are a business, any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

## The schedule

## Cancellation form

To

Integrated System Technologies Limited

BY EMAIL TO THE EVENT ORGANISER (available on the original event details page)  
I give notice that I wish to cancel the following booking:-

**EVENT:**

.....

**BOOKING REFERENCE:**

.....

**NAME:**

.....

**ADDRESS:**

.....

.....

**EMAIL ADDRESS:**

.....

**DATE:**

.....

**SIGNED:**

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