AHEP Enterprises Limited
Event Terms and Conditions

PLEASE READ THESE TERMS CAREFULLY BEFORE MAKING A BOOKING. THESE TERMS TELL YOU WHO WE ARE AND THE BASIS ON WHICH WE PROVIDE EVENTS TO YOU.

1. These Terms

1.1 These are the terms and conditions which will apply to any bookings you make for Association of Higher Education Professionals events.

1.2 Please read these terms carefully before making a booking. These terms tell you who we are, how we will confirm your booking, 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, please contact us to discuss.

2. Information about us and how to contact us

2.1 When booking to attend an Association of Higher Education Professionals event you are entering into a contract with AHEP Enterprises Limited ("AHEP"). Our address is [B1 the George Begg Building, Sackville Street, Manchester, M1 3BB] and our company number is 07814323 and our VAT number is 130 2859 35. AHEP is the subsidiary trading company of the Association of Higher Education Professionals (a charitable incorporated organisation registered in England and Wales (1179422).

2.2 You can contact us in relation to this event by emailing ahep@yourvision-events.com

3. Our contract with you

3.1 You must register on the conference website to secure your booking. Registration cannot be accepted over the phone and places are only guaranteed upon completion of the online registration. Confirmation of acceptance of your registration will be sent to you directly by email once you have completed the online process. Please note that these emails are sent directly from the registration site, some servers may block them, so please check your junk folder if you haven't received it.

3.2 By confirming your registration this is deemed acceptance of these terms and conditions, at which point a contract will come into existence between you and us.

3.3 If we are unable to accept your booking request we will inform you of this and will not charge you. This might be because we have no availability for the relevant event or because we have identified an error in the price or description of the event.

3.4 Your registration details will be held by our event management company, the registration website, and the platform provider, but will only be used for the purpose of this event.

4. Payment and fees

4.1 The costs of booking an event will be as displayed to you on our website.

4.2 Once your booking request has been accepted and we have sent you a booking confirmation, you will be issued with an automated invoice for the total fees payable. Payments are due within 30 days of the invoice date, however if you are booking an event that takes place within the next 30 days, AHEP require immediate payment or a valid purchase order number in order to accept your booking request. Separate provisions also apply to international bookings, as set out below. Attendees will not be able to access the events if they have not paid.

4.3 Your invoice is only deemed to have been settled when the full amount has been paid and received in cleared funds.

4.4 Please note that AHEP/YVE (YourVision Events) must receive the full amount shown on the invoice. Any fees or charges which are levied by the bank for you to make this payment should be paid by you directly and should not come out of your AHEP fee payment. If you do not pay these bank charges you will still be liable for the difference between the amount that is paid to us and your total fee payable. Any shortfalls in the fee must be paid before your attendance at the event.

4.5 Payment for bookings is non-refundable and is due even if cancellation is made before funds are received by AHEP/YVE. You may, however, substitute your place, further information on this is provided in point 5 below.

4.6 AHEP/ YVE reserve the right to cancel any delegate places if their invoices reach 30 days over the due date, or if they are not paid in advance of the conference – whichever date is soonest. The invoice will still be payable.

4.7 If you opt to pay via credit or with a debit card and the payment fails, you will receive a failed payment notification email. A failed payment notification email does not constitute a failed booking; the booking is still valid and payment is still due within 30 days of the invoice date. If you are paying by credit or debit card, please note that a 3.5% surcharge will apply. Unfortunately, we cannot accept American Express or Diners Card.

5. Substitutions

5.1 You may substitute an original delegate with a named colleague before the event by notifying us in writing to ahep@yourvision-events.com . YVE should be informed of any substitutions prior to April 30th, 2027. After this date, bookings cannot be transferred or refunded.

5.2 Whilst we will make reasonable efforts to update event packs and any other event materials with the details of a substitute delegate, we cannot guarantee that this will always be possible (especially if a substitution takes place with limited notice).

6. Discounts & Team Tickets

6.1 Discounts cannot be combined. Each booking receives one discount at most, whether that's partner, volunteer or team etc.

6.2 Please note, it is the responsibility of the booker to ensure that any relevant discount codes are applied at the time of booking their place, discount codes cannot be applied retrospectively.

6.3 Team Tickets

- One lead booker books and pays for the team ticket in a single transaction, and is the contact for AHEP and YourVision Events for every place on it.
- Team members may come from the same institution, or from different higher education institutions in the same professional or regional network, and may be AHEP members or non-members. Teams covering more than one institution must be agreed with YourVision Events prior to booking.
- The lead booker must inform each team member they are covered by the team ticket, so nobody makes a separate individual booking.
- Individual bookings made in error by team members are subject to the standard cancellation terms.

7. Providing the events

7.1 We will provide the events at the date, time and venue as stated when making your booking and as set out in the booking confirmation email, unless we have notified you of any changes to the event or we have delayed or cancelled the event in accordance with clause 8 below.

8. **Our responsibility for loss or damage suffered by you**

8.1 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the events, including the right for consumers to receive services which are provided with reasonable skill and care.

8.2 We are not responsible for damage or injury caused by third parties or for loss of personal property whilst attending our events.

8.3 If you are a business customer:

8.3.1 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 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 total sums paid by you for the bookings you make under our contract.

8.4 If you are a consumer customer:

8.4.1 we are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the booking process; and

8.4.2 we are not liable for business losses. We will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

9. **Events outside of our control**

9.1 We are not responsible for delays or cancellations to events which are due to an event outside our reasonable control. An event outside our reasonable control means any event or circumstance beyond our reasonable control such as:

9.1.1 failure of public or private telecommunications networks; and/or

9.1.2 any restrictions or requirements that might be imposed by any Government, regulator or relevant authority

9.2 If an event outside our reasonable control takes place that impacts how we comply with our obligations under this contract:

9.2.1 we will contact you as soon as reasonably possible to notify you

9.2.2 we will make any such changes to our events as we deem necessary or to otherwise mitigate the impact of such an event on you; and our obligations under the contract will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our reasonable control.

9.2.3 Should an event outside our reasonable control interfere with our ability to deliver an event we will try and minimise the disruption caused to you where this is possible, but whether this is possible will depend on the nature of the event outside our reasonable control

10. **How we may use your personal information**

10.1 Details of our privacy statement can be found on our website: https://AHEP.ac.uk/AHEPprivacy-statement/.

11. **Use of images**

11.1 This is a networking event for which screen recording and photography are necessary to conduct the event, including access to the presentations and other activities for distribution to those who were unable to attend and can only participate and network by viewing a recording of the event at a later date. You agree and consent that your likeness may be captured in video or photography and other means and may be used across our programs and applications and on print literature at our events.

12. **Other terms**

12.1 AHEP reserves the right to remove any delegate from the event should their behaviour be deemed to be inappropriate by AHEP or its partners. This would result in no refund of event fees or other costs being paid. You will also be responsible for any losses we suffer as a consequence of your behaviour.

12.2 Delegate lists will be provided to event attendees ahead of the event. Delegates will have been provided with the option to opt out of their details being included on this. All attendees including sponsors and their respective companies must comply with all GDPR guidelines as they currently stand. This includes offering an opt out option to delegates when sending communications.

12.3 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.

12.4 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. For example, if payment is not made and we do not chase you but we continue to provide event information, we can still require you to make the payment at a later date.

12.5 If you are a business customer any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including noncontractual 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.

12.6 If you are a consumer customer our contract is governed by English law and you and we both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.