



Registration Terms and Conditions

In these terms and conditions “PESGB” refers to PESGB Conferences Limited and/or the PETEX 2021 (as applicable).

General

- The PESGB takes bookings on a first come, first served basis.
- Those booking on an event must notify the office at least 14 days prior to the event date if they have any specific dietary, health, religious stipulations or any special requirements.
- Onsite bookings and registrations will be subject to an increased charge.
- Late (within 10 working days of an event taking place) and onsite registrations cannot be guaranteed delegate information, refreshments or other materials.
- All registrations, sponsorship and exhibition booths must be paid for, in full, prior to the event.
- The PESGB reserves the right to refuse acceptance of any booking.
- Discount codes are applicable to 3-day bookings only. PESGB reserves the right to refund any sales of PETEX tickets where a discount code has been incorrectly applied.
- We regret that we are unable to accept payments (including cheques) made in any currency other than sterling.
- Certain activities and events are restricted to PESGB members only and the PESGB retains the right to refuse bookings by non-members for these activities.
- The PESGB will not accept liability for any compensation claim arising from any cancellation of an event, or activity due to unforeseen circumstances.
- All those booking on PESGB activities are advised to make their own insurance arrangements and ensure that their own personal and accident insurance is in place.
- The PESGB reserves the right to introduce new charges for new bookings for events and activities prior to an event.
- PESGB will take photographs at events for marketing purposes. By attending an event, you are giving PESGB permission to use images in which you may feature. In addition, these images may be shared and stored on third-party platforms. Should you not wish to appear in any images, please notify the photographer at the event or email events@pesgb.org.uk
- Please note we may use your email address to advise you of future events, as fitting with our [Privacy Policy](#). If you wish to opt out of this, please email events@pesgb.org.uk
- These terms and conditions may be subject to amendment.

Cancellations and refunds

- The PESGB is unable to refund any cancellations made prior to an event or activity taking place. In exceptional circumstances, a refund, less an administrative charge, may be given in the form it was paid at the discretion of the PESGB.
- Cancellations must be made in writing to PESGB (events@pesgb.org.uk). Any refunds due to attendee cancellations made within refund deadlines may be made at the convenience of PESGB after the event has finished.
- 100% of registration fees will be refunded for cancellations received before **23 September 2021**. Cancellations after this date are **non-refundable**.
- Any 'Super Early Bird' registrations (available from 11 Jan 2021- 11 February 2021) are non-refundable but can be transferred to other PESGB conferences.
- If an event is cancelled by the PESGB for any reason a full refund will be given within 30 days of cancellation.
- Any name substitutions must be advised in writing to PESGB (events@pesgb.org.uk) must include written confirmation of the place reassignment by the person making the original 10 days prior to the event. For any late name changes received after this point, the PESGB will endeavour to make the change but PESGB reserves the right to charge an administrative fee of £5.00 to cover the unexpected cost.

Offline registrations

- Please note that an additional administration charge of £5.00 per person will be added to all registrations not placed via the website to cover the administrative cost of processing.
- We are only able to take payment via invoice for group bookings larger than 10, and this will also incur the administration charge detailed above.
- Please note that an additional administration charge of £5.00 per person may be chargeable if you need to make any changes to your registration once it has been placed.
- We are unable to process any offline registrations, or make any changes to existing registrations, within 10 days of the event.

Official invitation letter

- On completion of the online registration form and receipt of payment, PESGB will issue an official invitation letter. This will only be processed on a request basis. **Please note: We cannot issue a letter until we have received full payment for registration.**