



## Registration Terms and Conditions

In these terms and conditions "GESGB" refers to PESGB Conferences Limited and/or PETEX (as applicable).

### General

- The GESGB takes bookings on a first come, first served basis. Only 2-day tickets can be purchased for PETEX 2024. **1-day tickets are not available.**
- 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.
- The GESGB reserves the right to refuse acceptance of any booking.
- We regret that we are unable to accept payments (including cheques) made in any currency other than pound sterling.
- Certain activities and events are restricted to GESGB members only and the GESGB retains the right to refuse bookings by non-members for these activities.
- The GESGB will not accept liability for any compensation claim arising from any cancellation of an event or activity due to unforeseen circumstances.
- Registrants of all GESGB activities are advised to make their own insurance arrangements and ensure that their own personal and accident insurance is in place.
- The GESGB reserves the right to introduce new and/or amend charges for new bookings for events and activities prior to an event.
- Group bookings will be monitored by the GESGB to ensure the agreed minimum number has been processed. If this has not been achieved, the difference in price will be charged.
- The GESGB will take photographs at events for marketing purposes. By attending an event, you are giving the GESGB 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@ges-gb.org.uk](mailto:events@ges-gb.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@ges-gb.org.uk](mailto:events@ges-gb.org.uk)
- These terms and conditions may be subject to amendment.

## Cancellations and refunds

- The GESGB 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 GESGB.
- Cancellations must be made in writing to the GESGB ([events@ges-gb.org.uk](mailto:events@ges-gb.org.uk)). Any refunds due to attendee cancellations made within refund deadlines may be made at the convenience of the GESGB after the event has finished.
- 100% of registration fees will be refunded for cancellations received before **19 September 2024**. Cancellations after this date are **non-refundable**.
- If an event is cancelled by the GESGB for any reason a full refund will be given within 30 days of cancellation.
- Any name substitutions must be advised in writing by emailing the GESGB at [events@ges-gb.org.uk](mailto:events@ges-gb.org.uk). Name substitutions can only be arranged by the original booking contact and must be made at least 10 days prior to the start of the event. For any name change requests received after this point, the GESGB will endeavour to make the changes where possible reserves the right to charge an administrative fee of £5.00 to cover any 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.
- We are only able to take payment via invoice for group bookings of 5+, which 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 offline 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, GESGB 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.**