Group Registration
Policies and Procedures

Please see below the various rules and regulations that apply to group registration:

- Group registration is only available to *groups of 10 or more delegates*. If a group is smaller than this, then individual registration is available online for each delegate.

- All fields marked (*) are required for administration and must be completed so that we can process your group effectively, and to collect the appropriate information for registration. Please provide individual email addresses, as this will be used for the evaluation and certificate process after the event.

- Group leaders/contacts will not be registered as delegates for the meeting. If you are attending the meeting, you must include yourself as a group member in the final delegate list.

- *Payment must be received in full before your group can be processed on to our system*. Please note; no confirmation documents will be available until all payment and names are provided by the group leader. Following receipt of payment, please allow processing time for these documents to be made available. The payment must be finalised by the very latest 14 days before the event is due to start.

- **Processing deadlines;** please see group registration form and the spreadsheet provided for all deadlines that are in place for this event.

- The deadlines that are in place are due to policies that we follow. *If your payment is not received ahead of a particular deadline, the higher rate will then apply to the registrations*. For example, to benefit from the early bird rates, your payment would need to be received by the early bird deadline, after this the higher fees will apply. This rule applies to all deadlines in relation to this event.

- **Member and Non-member rates:** All member details/numbers must be shown in the spreadsheet provided to you so that we can verify their membership status before proceeding with the next step of processing your group. Please note, it is the group leaders' responsibility to find out the member details so that we are then able to check before authorising the member rates. *Once you are charged at the Member/Non-member rate, this cannot be changed at a later date. It is the group leader's responsibility to find out each delegates membership status and number before returning the form*. No refund/reimbursement will be available to change the rates after the payment is processed at that rate.

- **Cancellation policy:** The cancellation deadline and policy is advised on the website and on the registration process (offline forms and online). This deadline is very strict and for any cancellations requested after the cancellation deadline, (for any reason including ill health) we regret that no refunds can be made. Delegates are fully liable for damages caused to

the third parties and property. All delegates shall have valid, comprehensive third party liability insurance.

- **Badge Collection**: Badges for groups are made available for group collection by the group leader at the event. E-badges are not sent to group delegates unless discussed and agreed ahead of the event. If you, as a group leader, know that you will be unable to arrange collection, or will not be attending, please let our team know as soon as possible so that we can arrange the E-badge option for your delegates. If you require E-badges to be sent, we will use the email addresses that you have provided for each individual on your group spreadsheet. ***Group leaders <u>do not</u> receive E-Badges on behalf of their delegates***. Once you have chosen for us to send E-badges to your group, you will no longer have the ability to collect the badges as 1 group at the event.

  Collection for group leaders is the preferred option so that we are able to check all of the information is correct before we proceed with printing the badges.

- **Collection process:** group collection will be available onsite ahead of main registration opening. You will be contacted in due course with the details of group collection. All event materials will be available at collection along with the delegate badges.