Terms and Conditions:

1. **Registration fees include VAT at 20%, access to the live online event and on-demand watch-again access until 23 January 2021.**
2. In order for your booking to be processed you must agree to the terms and conditions. Your place is not guaranteed until you have received email confirmation from Profile Productions Ltd. If you do not receive confirmation within 24 hours, please contact us on bsdht@profileproductions.co.uk or call 020 3725 5840.
3. **Without exception, all fees must be paid in full prior to the online event. Any delegate who has not paid in full by 25 November will not be sent a link to join the online event.**
4. After booking, places may not be cancelled but substitute delegates will be accepted by notifying us in writing at bsdht@profileproductions.co.uk.
5. Every effort will be made to make your online attendance as good as it can be. However, neither Profile Productions nor the BSDHT can be held responsible for issues you experience during the online event (e.g. freezing video / audio issues / buffering) that are the result of your local network connection, resources on or other systems running on your PC/laptop/mobile device, or other streaming or downloading taking place on your local connection.
6. In the event of the BSDHT being unable to hold the OHC Online for reasons beyond their control, you will be offered a full refund.
7. Should OHC Online be unable to take place for circumstances beyond control and the BSDHT decide not to cancel, but to postpone the online conference to an alternative date in the near future, then you will be given the option to roll your registration forward. Should you not wish to do this or are unable to attend the online event on the new dates, then you will be entitled to a full refund.
8. In the event of threat of war or terrorism resulting in the cancellation of the online conference, then no refunds will be made.
9. Please note, all refunds will be made back to you via the same method you originally paid for your place. Please note it can take up to 7 working days for the funds to appear once the refund has been processed.
10. Profile Productions nor the BSDHT are responsible for costs incurred in light of postponement or cancellation of the conference.
11. Changes to any aspect the online conference (including speakers) may be necessary due to events outside the control of Profile Productions and the BSDHT. The organisers therefore reserve the right to make any necessary amendments to the programme or timings of the online event.
12. The details of registered delegates (name, place of work and occupation) will be placed on the attendee list which will be given to sponsoring companies. Delegates who do not wish to be included on this list should advise at the time of booking.
13. Data Protection Act: We never disclose your personal details to third parties. Your name and organisation will appear on a list of delegates and we may send you further information regarding future events. If you would prefer NOT to receive information about future events, please email bsdht@profileproductions.co.uk
14. Privacy policy: Please note that as a delegate of the BSDHT OHC Online 2020 you will receive a regular delegate newsletter with information about the event as part of your registration. If you would prefer not to receive this newsletter, please email bsdht@profileproductions.co.uk to opt out.