



## Terms and Conditions for FMLM events

### 1. Delegate Cancellations

- 1.1. All cancellations must be sent in writing to [events@fmlm.ac.uk](mailto:events@fmlm.ac.uk) at least 14 days prior to the event. Cancellations received less than 14 days before the event will not be refunded.
- 1.2. Following this a full refund will be issued to the card that the booking was made with, however a 5% admin fee for all cancelled bookings will be charged.
- 1.3. Replacement delegates are welcomed; however FMLM will not resell bookings that are not replaced by another person. Replacement names and email addresses must be sent to [events@fmlm.ac.uk](mailto:events@fmlm.ac.uk) at least 2 days prior to the event; however FMLM cannot guarantee that the replacements badge will be available on arrival to the event.

### 2. Event Cancellation

- 2.1. FMLM shall assume no liability whatsoever if this event is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergencies.
- 2.2. If the event is cancelled, FMLM is not responsible for refunding the cost of pre-booked delegate travel or accommodation.

### 3. Programme Changes

- 3.1. Please note that while speakers and topics were confirmed at the time of publishing and promotion of the event, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics.
- 3.2. As such, FMLM reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on the event's webpage as soon as possible.

### 4. Special / Dietary Requirements

- 4.1. Please note all special requirements including dietaries and special access must be emailed to [events@fmlm.ac.uk](mailto:events@fmlm.ac.uk) at least 5 working days before the event takes place.
- 4.2. Requests and changes after this time cannot be guaranteed.
- 4.3. FMLM cannot guarantee that all requested dietary requirements will be met, but will endeavour to provide a substitute meal where possible.

### 5. Conditions of Booking

- 5.1. Attendance at the event will be confirmed on receipt of the full balance including payments made by invoice. All participants are advised to bring a copy of their confirmation with them on the day, to ensure the fastest possible entry.

### 6. Liability

- 6.1. The organisers do not accept liability for any injuries or losses of any nature incurred by delegates and/or accompanying persons, nor for loss or damage to their luggage and/or personal belongings.