

## **CFA Society of the UK Events Terms and Conditions**

### **Registrations**

Registration for CFA Society of the UK ('CFA UK' or 'our') events should be made via the CFA UK website which is linked to the events booking software, Eventbrite. The Eventbrite terms and conditions are available here: <https://www.eventbrite.co.uk/l/LegalTerms/>

The terms and conditions outlined below apply to the majority of CFA UK's events and may be amended or superseded in certain instances. Where this is the case, the specific event webpage will contain details of any terms and conditions that apply to that event, and any terms on that webpage which conflict with these general Terms will supersede any conflicting provisions of these Terms.

As Eventbrite is not able to hold a list of CFA UK members, event registrants could incorrectly sign up to an event as a member, when they are not a current member of CFA UK. Please note that if a person, who is not a member of CFA UK, incorrectly purchases a member ticket for a CFA UK event via Eventbrite, CFA UK's events team will automatically cancel the event booking at any time, prior to the event or on the day of the event, without necessarily notifying the registrant.

It is the responsibility of the person registering for an event to correctly select whether they are a current member of CFA UK, or not. If they are not sure of their membership status, they should please call CFA UK customer services on 020 7648 6200.

### **Booking Policy**

Some of CFA UK's events are offered free to members. Our experience shows that making events free can lead to an increase in people booking and not attending events. We can overbook our events by a figure derived from analysis of our current cancellation levels so that as many members, as possible, are able to attend.

While it is unlikely that an event will reach capacity, if that were to happen, then admission would take place on a first-come, first-served basis and we reserve the right not to allow entrance to members once we have reached the maximum capacity for a specific venue and event. We encourage all members attending an event to arrive as close to the registration start time as possible to minimise the risk of any potential disappointment.

### **Payment and confirmation**

We must receive payment from attendees before the event is held, if the event is chargeable. A confirmation email will normally be sent to the attendee(s) after we have received full payment for the event. If an event is not chargeable, registration is still required, a confirmation email will still be sent. Places at events are only reserved upon email/written confirmation from us.

Acceptance to all events is at the discretion of CFA UK and CFA UK reserves the right to refuse admission. Access to some CFA UK events is free of charge, being included in the price of CFA UK membership. This offer is made at CFA UK's discretion and may be withdrawn at any time. CFA UK reserves the right to charge for any events and to change the charging structure at any time for events.

### **Cancellations**

If you cannot attend an event, please cancel your booking, via Eventbrite, so that another person can take up your place. Cancellations must be requested, up to 7 days before the event date, through the Eventbrite website or, if the event is not on Eventbrite, by email to [events@cfauk.org](mailto:events@cfauk.org).

Events are normally eligible for refund if the member notifies the events team as soon as possible after booking and up to 7 days before the event. CFA UK reserves the right to charge an administration fee in the event of a refund being provided.

Some events, if cancelled, may not be eligible for a refund, e.g. where numbers have already been provided to the venue or services or food ordered. CFA UK has absolute discretion to determine whether a cancellation will be refunded, or not.

No fees will ever be refunded, under any circumstances, for cancellations made within seven days of the date of the event.

### **Event admission and programme**

We reserve the right to refuse admission to the event if payment has not been received by CFA UK by the date of the event, in the event of late arrival, or if registration at the event has closed.

In an event is not charged for, we reserve the right to overbook due to anticipated non-attendance levels. Therefore, admission to some events may be refused on the day, in the event of a larger number of booked members attending than expected. We are not liable for any loss or inconvenience caused by entry being refused to an event if such a situation were to arise.

Proof of booking must be presented on entry and at the registration desk and CFA UK may refuse entry if this is not provided.

We reserve the right, for any event, to change the programme, the price and/or speakers at any time and without prior notice. We also reserve the right, in our absolute discretion, to cancel an event, in which case our liability to you will be limited to a refund of the registration fees already paid.

All attendees must comply with the terms and conditions imposed by third party providers at events arranged by those third parties.

### **Photographs and recordings**

We normally take photographs and/or video at our events and use those for promotional purposes, including publishing them in our publications, on our website or on our learning platform and in brochures and other materials. Your image or a video or recording of you may therefore be used in such materials by CFA UK.

Please advise us in advance of the event by emailing the events team on [events@cfauk.org](mailto:events@cfauk.org) if you do not wish for your image to be used in this way.

### **Data protection**

The protection of your data is important to us and we will treat your personal data that you have supplied in order to deliver events to you, in accordance with current data protection legislation. We will use your personal data to enable booking onto CFA UK events and to deliver the event or course and necessary follow-on processing.

We will use your personal data to administer the bookings, refunds and cancellations if applicable, to provide communications to you about the event, to allow invoicing and payment, the creation of delegate lists, feedback and voting. Also, from time to time, CFA UK may contact you to obtain feedback on the events programme in order to improve our services.

Please note that we may need to share your personal data with presenters, venues, trainers, examination training providers, organisers, print houses, other members of CFA UK, CFA Institute, committees or special interest groups of CFA UK and external delivery partners.

### **Liability**

CFA UK does not accept any liability for any direct or indirect losses or damages that any person or attendee at an event might suffer, arising from attendance at any CFA UK event or a third party event advertised on the CFA UK website or arising from refusal (by CFA UK or by any third party) to permit entry to an event in accordance with these Terms.