

Music Mark Conference | Terms and Conditions:

Please read these terms and conditions carefully before making a booking.

1. Registration and Bookings

- i. When registering for the Event, the party making the booking will be asked to provide information about the delegate(s) attending the Event.
- ii. Rates and packages available to delegates will be determined based on the information provided, including but not limited to membership status.
- iii. To be eligible for any member rates, organisations must be live members of Music Mark at the time of booking and at the time of the conference. If your membership status changes prior to the conference your booking may be updated to the relevant rate and a new/additional invoice will be issued to you.
- iv. Programme details are correct at time of going to press. Music Mark will make all reasonable efforts to deliver the Conference as outlined on the website and in communications however we reserve the right to make changes where necessary.
- v. Rates indicated are per individual delegate and will allow one delegate to be admitted per pass.

2. Cancellation

- i. Delegate cancellations made up to 6 weeks prior to the date of the Event, will be entitled to a 50% refund of the booking (where paid in advance).
- ii. Delegate cancellations with less than 6 weeks' notice prior to the date of the Event will be charged the full booking fee.
- iii. All cancellations must be submitted in writing and sent to info@musicmark.org.uk
- iv. Refunds and booking changes may occasionally be offered at the discretion of the management in exceptional circumstances.
- v. Transfer of any confirmed booking to another Music Mark event is not possible.

3. Cancellations, postponement and changes by Music Mark

- i. In the event Music Mark is required to cancel the conference due to circumstances outside our control we will aim to refund the booking. However, as a charity, we may need to take an administration fee, which will be no more than 10% of the price paid, to cover unrecoverable costs.
- ii. Music Mark will not accept liability for other costs incurred by delegates or third parties because of Conference being cancelled or postponed.
- iii. We will not be liable or responsible for any cancellation or delay to an event that is caused by events outside our reasonable control ("Force Majeure Event"). A Force Majeure Event includes any act, event, non-happening, omission, or accident beyond our reasonable control and includes (without limitation):
 - Strikes, lockouts or other industrial action.

- Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war.
 - Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
 - Impossibility of the use of public or private transport.
 - Impossibility of the use of public or private telecommunications networks; and
 - The acts, decrees, legislation, regulations, or restrictions of any government.
- iv. We will use our reasonable endeavours to find a solution by which the event should take place despite the Force Majeure Event and will keep you notified.

4. Payment

- i. Full payment must be received in advance of the Event.
- ii. Payment can be made by debit and credit card or by requesting an invoice
- iii. If you request an invoice, please ensure that you follow up the booking with an email to finance@musicmark.org.uk including your purchase order number and invoice information. If you do not have a purchase order number or departmental code, please provide your email address. If you are unsure, please check with your finance or purchasing teams as failure to provide a valid purchase order number or departmental code can delay your invoice from being processed.
- iv. All invoices must be paid within 15 days of the issue date. If your invoice date is less than 14 days before the conference, payment must be made at the time of booking.
- v. Should you fail to make payment in advance of the Event we reserve the right to refuse access to the event until any outstanding balance has been paid.

5. Data protection

- i. We will include your personal details (name, job title and organisation) on the delegate list which will be available to other attendees, and event sponsors. You can ensure your details are not shared by opting out during online registration. If you opt-in but subsequently wish to revoke this consent, please email info@musicmark.org.uk, confirming in your email what consent you are revoking.
- ii. By registering for the conference, delegates agree to allow Music Mark to contact them with important event information and updates by email.
- iii. Music Mark's data and privacy policy is available here.

6. Liability

- i. We take care to plan a diverse and varied programme however views expressed by speakers are their own. Music Mark assumes no responsibility for the content of presentations or materials provided by speakers at the Event and Music Mark cannot give any warranty that the information will be accurate or up to date.
- ii. Music Mark does not accept liability for any error or omission and excludes all liability for any action you may take or loss or injury you may suffer (whether direct or indirect, or any indirect, consequential or special loss) howsoever arising for

advice given, or views expressed, by any speaker at the Event or in any material provided to delegates or as a result of you relying on the same.

7. Photography and filming

We will take photographs and may film delegates at the Conference for marketing purposes. By attending, you are giving us permission to use images in which you may be present. 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 or a member of Music Mark staff at the event.

9. General

- i. All delegates will receive a feedback form by e-mail after the conference. Additional feedback can be sent to info@musicmark.org.uk and is warmly welcomed at any time. Please raise any immediate concerns or complaints with Music Mark staff at the conference welcome desk.
- ii. Music Mark reserves the right to make changes to these Terms and Conditions when necessary. You will be notified if there are any significant amendments which alter the nature of the agreement. These Terms and Conditions do not affect your statutory rights.