

**HEAD OFFICE**

9-10 EASTWAY BUSINESS VILLAGE  
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REGISTERED IN ENGLAND NO. 145454  
VAT NUMBER: 154 2675 62



INFO@LANCSCHAMBER.CO.UK  
WWW.LANCSCHAMBER.CO.UK

## Event Terms & Conditions

These terms and conditions apply to the business training, networking and events provided by North & Western Lancashire Chamber of Commerce.

Our events take place online and in person in a range of formats including business lunches, webinars, conferences, exhibitions, workshops, classroom-based training courses and networking events.

**When you book to attend any of our physical or online events, you are agreeing to be bound by these following terms and conditions:**

Guests are required to advise North & Western Lancashire Chamber of Commerce staff of any dietary requirements in advance to enable them to be catered for appropriately.

After completing registration and booking on to the event(s) of your choice, you will receive an automated confirmation of booking within 24 hours.

Terms for specific events may restrict the eligibility to attend (e.g. HR Forum, Sales Masterclass etc). These additional terms are clearly stated towards the end of the relevant event listing. North & Western Lancashire Chamber of Commerce reserves the right to cancel bookings and issue refunds if eligibility criteria are not met.

When completing and registering to attend an event, North & Western Lancashire Chamber of Commerce will record your email address to inform you of future events of a similar nature.

By completing, registering and attending an event you are agreeing that any photographs; video; sound recordings taken of you may be used by the North & Western Lancashire Chamber of Commerce and possibly the clients of North & Western Lancashire Chamber of Commerce for any promotional purposes. Webinars will be recorded to share with delegates and for promotional purposes.

If you are attending an online event, please be aware of having confidential documents on display within the camera shot. Please note that North & Western Lancashire Chamber of Commerce will not be responsible for delegates taking screen shots of the event and sharing it on social media.

Payment for all events are due at the time of booking and bookings are not transferable to another events.

North & Western Lancashire Chamber of Commerce accept no liability for loss or injury as a result of attending a North & Western Lancashire Chamber of Commerce event.

### Cancellation

If you are unable to attend an event, then please inform North & Western Lancashire Chamber of Commerce as soon as possible. A full refund will be given for events when written notification of cancellation is provided ten working days before the event. Once bookings are closed for an event, we confirm final numbers with the venue – usually a week before an event – so no refund will be issued. Any outstanding payments will still be due.

If you have informed the Chamber that you are unable to attend the event within the required timescale, in writing, a full refund will be given using the same payment method that was used to make the original booking.

Cancellations should be by email to [chamberevents@lancschamber.co.uk](mailto:chamberevents@lancschamber.co.uk)

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### Alteration / Cancellation by North & Western Lancashire Chamber of Commerce

It may be necessary for the Chamber to change the content, date or timing of an event, or the venue. In this event a full refund will be made unless the delegate transfers his/her/their booking to an alternative date. The liability shall be limited to the fee paid with no allowance for consequential loss whatsoever.

### Late Arrival

It is the responsibility of the guest to plan to arrive at the event on time. Full event details, including start date, time and location will be sent to the delegate well in advance and guests arriving very late may not be given access to the session, at the discretion of the trainer or event manager.

### Photography and Video

By agreeing to these terms and conditions, guests hereby grant the North & Western Lancashire Chamber of Commerce the right to take photographs of them and authorize the use and publication of said images in print and / or electronically. Said images may be used without reference to the guest's name (unless specific permission has been granted otherwise), and may be used for any lawful purpose including, but not limited to, publicity, illustration, advertising, and web content.

Guests who do not want their image to be used should notify a member of the registration team at the event.

### Use of Personal Information

The contact details given to the North & Western Lancashire Chamber of Commerce to complete the booking process may also be used before, after and during the event in the following ways:

**Before the event**, we may send guests information such as registration instructions for accessing only events, or directions to venues for face-to-face events or training. Information may also be shared with our event managers, event partners and trainers to assist in their planning of the session.

**At the event**, guest's names, job titles and company names will be available on a guest list offered in either hard copy or virtually at the time of the event.

**After the event**, guests may be sent follow-up emails relating to the event they have attended or invitations to similar events.

Guests who do not want their name, job title or company name to appear on any guest list, or for their job title and company name to be passed on for the purposes described, should notify us at the time of booking by sending an email to [chamberevents@lancschamber.co.uk](mailto:chamberevents@lancschamber.co.uk)

**Force Majeure:** North & Western Lancashire Chamber of Commerce shall not be liable for any delay or no-performance of its obligations by reason of matters beyond its control, including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any government law and order, fire, flood or storm, strikes or other industrial dispute, delay in transit, power failure, postal delay, major public health concerns or any event that cannot be reasonably planned for or avoided.

**Limitation of Liability:** North & Western Lancashire Chamber of Commerce shall have no liability for any losses suffered by a member as a result of using services offered by a fellow member. North & Western Lancashire Chamber of Commerce shall have no responsibility for advice given or services provided by its third-party service providers.

By proceeding to register with North & Western Lancashire Chamber of Commerce and accepting delivery of its services and support (for both membership, events and training), customers agree to be bound by and accept these terms and conditions and shall be liable for any expenses.