

Standard Terms and Conditions for Aqua Enviro Ltd Events

Aqua Enviro Ltd (“we”) accept bookings from delegates (“you”) for places at our conferences and training courses on the following terms and conditions.

1. Confirmation of Booking

- Once we have received your booking we will send you an email confirmation that includes full joining instructions.
- A VAT invoice will be sent to you shortly after you have made your booking.
- If you have not received confirmation of your booking within 5 working days please contact the Events Team to check we have received your booking.

2. Discount Codes

All discount codes must be applied at the time of booking as they cannot be applied once the booking has been processed.

3. Access and dietary requirements

- Please contact the Events Team if you have any dietary or specific access requirements.

4. Accommodation

- Accommodation is not included in the delegate fee. When you register for the event you will be sent information about local hotels.

5. Payment

- Payment must be received before the date of the event.

6. Conference Cancellations & Refunds

- Cancellations are accepted up to 7 days prior to the event. A full refund will be given.
- Cancellations less than 7 days prior to the date of the event will not receive a refund. A substitute delegate can be nominated.
- We reserve the right to make changes to the programme, venue and/or speakers without prior notice.
- We will not offer refunds to delegates due to circumstances affecting the event, or your ability to attend it, which are outside our control (for example, but not limited to, a terrorist alert or incident).
- No refunds will be given for non-attendance.
- If the event is cancelled by us for whatever reason you will be refunded in full. Any

associated hotel or travel expenses incurred will not be refunded.

6a. Training Cancellations & Refunds

- Cancellations are accepted up to 7 days prior to the event. A full refund will be given.
- Cancellations are not accepted less than 7 days prior to the date of the event. A substitute delegate can be nominated.
- We reserve the right to make changes to the programme.
- We will not offer refunds to delegates due to circumstances affecting the event, or your ability to attend it, which are outside our control (for example, but not limited to, a terrorist alert or incident).
- No refunds will be given for non-attendance.
- If the event is cancelled by us for whatever reason you will be refunded in full. Any associated hotel or travel expenses incurred will not be refunded.

7. Liability

- We accept no liability for any of the opinions or statements expressed by speakers or delegates at the event.

8. Privacy

- Your details are collected by Aqua Enviro Ltd, to process your purchase and to deliver our events. You will be provided with a name badge at the event; and your name, job title and organisation will appear on the delegate list distributed to attendees. The delegate list will not be circulated to any third parties who have not attended the event.
- Photographs may be taken at the event that may be used on future marketing materials – if you wish to opt out of these please contact the Events Team.
- For more details on how your data is protected and used please see our [privacy policy](#).