

ITP Telecoms Awards 2027 - Booking Terms and Conditions

These terms apply to bookings for the ITP Telecoms Awards 2027, taking place on Thursday 7th October at The Royal Lancaster, London.

“Organiser”, “we” and “us” mean **The Institute of Telecommunications Professionals, Unit 2, Hersham Business Centre, Longcross Road, Longcross, Chertsey, Surrey, KT16 0DN, Company Number 04442329.**

“Booker” means the person or organisation making the booking. “Guest” means anyone attending under that booking.

1. Booking and deposit

- 1.1. A booking is confirmed when we receive the completed booking form, the required non-refundable deposit of **50%** and issue written confirmation. The remaining 50% must be paid at least 120 days before the event date. Deposits are only applicable to bookings before 31st March.
- 1.2. The booking confirmation will state the sponsorship details, number of places or tables booked, what is included, the total price, any applicable VAT and the payment deadlines.
- 1.3. The deposit is credited towards the total booking price. If the Booker cancels or reduces the booking, any amount retained will be determined under clause 4. Refunds where we cancel or materially change the event are covered by clause 9.
- 1.4. Anyone booking on behalf of an organisation confirms that they are authorised to do so.

2. Payment

- 2.1. The balance is due within 30 days of the invoice date, or before the event, whichever is earlier. Where the event is fewer than 30 days away when the booking is made, full payment is due immediately.
- 2.2. Payment must be received in cleared funds by the deadline stated on the invoice.
- 2.3. Payments may be made by **BACS, Bank Transfer, or via a Secure Online Payment Link or Member Portal**. Please quote the invoice number as the payment reference.
- 2.4. If payment is overdue, we may give written notice requiring payment within seven days, or before the event if sooner. If payment remains outstanding after that deadline, we may cancel the booking and release the places. Any cancellation charges will be calculated under clause 4.
- 2.5. For qualifying business debts, we may claim statutory late-payment interest and recovery costs where permitted by law.

3. Guest details, accessibility and data protection

- 3.1. The Booker must provide guest names and any necessary dietary, allergy or accessibility requirements **at least 2 weeks before the event**. Guests may provide sensitive information directly to us at events@theitp.org.
- 3.2. Guest substitutions are permitted by written notice until **the date of the event** subject to any eligibility or age restrictions stated at booking.
- 3.3. We use booking and guest information to administer the booking and deliver the event. Where necessary, relevant information may be shared with the venue, caterers and other event service providers, as explained in our [Privacy Policy](#).
- 3.4. The Booker must give each guest a copy of these terms and access to our Privacy Policy before submitting their information. The Booker must have an appropriate basis for sharing guests' personal information with us.
- 3.5. Following the event, the ITP may contact attendees to request feedback, evaluate the event and improve its future events and services. The ITP may also use attendees' contact details to communicate information about relevant ITP membership opportunities, events, training,

professional development, publications and other services, where permitted by applicable data protection and electronic communications legislation.

Guests can object to direct marketing or withdraw consent at any time by contacting DPO@theitp.org. This will not affect their booking or attendance.

- 3.6. We request only information needed to accommodate guests' requirements. Where that information includes health or other special category data, we will identify an appropriate legal basis and processing condition and obtain explicit consent separately where required.
 - 3.7. Please notify us of accessibility requirements as early as possible. We will discuss reasonable adjustments with the guest and venue. Requests received after the guest-details deadline will still be considered, although arrangements may take longer.
4. **Cancellation, reductions and non-attendance**
 - 4.1. The Booker must notify us of cancellations or reductions in writing at events@theitp.org.
 - 4.2. All sponsorships are strictly non-refundable. This applies to all sponsorship packages, regardless of when the cancellation is requested.
 - 4.3. Table bookings and individual seat bookings may be eligible for a partial refund where the cancellation in writing is at least 90 days before the event.
 - 4.4. Deposits are strictly non-refundable.
 - 4.5. Any refund due will be paid within 30 days of confirming the amount.
 - 4.6. Guest substitutions under clause 3.2 are not treated as cancellations. Bookings cannot be transferred to another event without our written agreement.
 - 4.7. Nothing in this clause affects any cancellation or refund rights that apply by law.
 5. **Tickets, entry and conduct**
 - 5.1. Guests may be required to show their ticket or booking confirmation and identification on arrival. Any age restrictions will be stated before booking.
 - 5.2. The dress code is **Black Tie**. Guests should arrive by **19.00** and be seated before the ceremony begins.
 - 5.3. Guests must treat other attendees, nominees, staff, sponsors and venue personnel with courtesy. Harassment, discrimination, threatening behaviour and abuse will not be tolerated.
 - 5.4. Guests must follow reasonable instructions from event, venue and security staff. We may refuse entry or remove a guest where reasonably necessary because of a serious breach of these terms, a safety risk or unlawful behaviour. Where exclusion results from the guest's own serious misconduct, no refund will normally be due, subject to applicable law.
 - 5.5. Guests must drink responsibly. The venue may refuse alcohol service in accordance with its licensing obligations and policies.
 - 5.6. During the ceremony, guests should silence mobile phones, keep conversation to a minimum and avoid unnecessary movement while awards are presented.
 - 5.7. Winners and finalists should be ready to come to the stage promptly.
 6. **Photography, filming and publicity**
 - 6.1. Official photography and filming will take place. Images and recordings may be used for event reporting and promotion, including on our website, social media and promotional materials, as explained in our Privacy Policy.
 - 6.2. We will identify the appropriate lawful basis for these activities. Where a particular use requires consent, we will request it separately.
 - 6.3. Guests who have concerns about being photographed or filmed should contact events@theitp.org before the event or speak to event staff on arrival. We will explain the arrangements available and take reasonable steps to respect requests, although incidental inclusion in crowd footage cannot always be avoided.
 - 6.4. Guests may take photographs for personal use, provided they respect other attendees' privacy and do not disrupt the event. Professional recording or commercial use requires our prior written permission.

7. Awards and judging

- 7.1. Attendance bookings do not guarantee finalist status or an award. Award entries and eligibility are governed by the separately published awards entry rules.
- 7.2. Judging decisions are final, subject to any review or complaints procedure stated in those rules. Confidential judging information and results must not be disclosed before the official announcement.
- 7.3. Winners may be invited to participate in publicity. Any additional participation will be agreed separately.
- 7.4. We may review or withdraw an award where material entry information is false or misleading, or a material breach of the awards entry rules is established. Before doing so, we will normally notify the entrant of the concern and give them a reasonable opportunity to respond.

8. Health, safety and venue rules

- 8.1. Guests must comply with venue rules communicated to them and reasonable health, safety and security instructions.
- 8.2. Guests should take care of their belongings. Responsibility for loss or damage will be determined under clause 10.
- 8.3. A guest may be responsible for reasonable repair or replacement costs for damage caused by their negligent or deliberate actions. The Booker is responsible for such costs only where legally liable.
- 8.4. Dietary and allergy information will be passed to the relevant caterer. Guests with allergies should also speak to catering staff before consuming food or drink. We cannot guarantee an allergen-free environment.

9. Event changes, postponement and cancellation

- 9.1. We may make reasonable changes to timings, the programme, presenters or other event arrangements. We will communicate significant changes as soon as reasonably practicable.
- 9.2. If we materially change the event date, location or the principal services included in the booking, we will notify the Booker and offer a choice of accepting the change or cancelling the affected booking for a refund of all sums paid for it, including the deposit. The notice will allow at least [14] days to choose, unless the event is sooner.
- 9.3. If we cancel the event, the Booker will receive a refund of all sums paid for the booking, including the deposit, within 30 days. A transfer or credit may be offered as an alternative, but the Booker is not required to accept it.
- 9.4. Neither party will be liable for delay or failure to perform obligations to the extent caused by circumstances beyond its reasonable control, such as fire, severe weather, government restrictions or unavoidable venue closure. The affected party must notify the other promptly and take reasonable steps to reduce the impact.
- 9.5. Clause 9.4 does not remove the refund rights in clauses 9.2 and 9.3 or any rights that apply by law.

10. Liability

- 10.1. Where the Booker is acting in the course of business, and subject to clause 10.2 and applicable law, the ITP shall not be liable for any loss of profit, loss of revenue, loss of business opportunity, loss of anticipated savings or any indirect or consequential loss arising out of or in connection with the booking or attendance at the event.
- 10.2. Nothing in these terms shall exclude or limit either party's liability where such exclusion or limitation is prohibited by law, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.
- 10.3. Subject to clause 10.2 and applicable law, the ITP's total aggregate liability to the Booker arising out of or in connection with a booking, whether in contract, tort (including negligence), breach

of statutory duty or otherwise, shall not exceed the total amount paid or payable by the Booker to the ITP in respect of that booking.

- 10.4. The ITP shall not be liable for any failure or delay in performing its obligations to the extent caused by circumstances beyond its reasonable control, subject to applicable law and any other express rights or remedies available under these terms.
- 10.5. The ITP may engage third-party venues, caterers, suppliers and other service providers in connection with an event. The ITP shall not be responsible for acts or omissions of third parties to the extent that the ITP is not legally responsible for them. Nothing in this clause excludes or limits any liability arising from the ITP's own acts or omissions where such liability cannot lawfully be excluded or limited.
- 10.6. Travel and accommodation booked separately are not included in the event booking. Responsibility for any resulting losses will be determined under this clause and applicable law.

11. General

- 11.1. These terms, the completed booking form and our written booking confirmation form the booking agreement. Awards entry rules apply separately to award submissions.
- 11.2. Changes to these terms will apply to future bookings. Changes to an existing booking require agreement with the Booker, except for event changes expressly permitted under clause 9 or changes required by law.
- 11.3. If any provision is unenforceable, the remaining provisions will continue to apply.
- 11.4. These terms are governed by the laws of England and Wales. For business bookings, the courts of England and Wales have exclusive jurisdiction. Consumers retain any mandatory rights to bring proceedings in other courts.
- 11.5. These terms will be provided before booking. By submitting the booking form and paying the required deposit or full payment, the Booker accepts them.