ITP Event Booking Terms and Conditions

These Terms and Conditions govern bookings and attendance for events organised by the Institute of Telecommunications Professionals ("ITP", "we", "our", or "us"). By registering for an event, attendees agree to these Terms and Conditions.

1. Definitions

- **Event** means any conference, seminar, webinar, workshop, networking event, training course, or other activity organised or hosted by ITP.
- **Attendee** means any person registering for or attending an Event.
- **Booking** means a confirmed registration for an Event.
- **Member Rate** means a discounted or free ticket available to current ITP members.
- **Member Event Deposit** means a refundable £20 payment per person required to secure a member's place at an Event where this requirement is stated at booking. The deposit is separate from any ticket fee.

2. Bookings and Payment

2.1 All bookings must be completed through the authorised registration platform or directly through ITP.

2.2 A booking is confirmed only once full payment of any applicable ticket fee and Member Event Deposit has been received and confirmation has been issued.

2.3 Prices are listed in GBP (£) unless otherwise stated and may include VAT where applicable.

2.4 ITP reserves the right to refuse or cancel bookings at its discretion.

2.5 Attendees registering under a Member Rate must hold valid membership status at the time of booking and at the time of the Event.

2.6 Where a Member Event Deposit is required, this will be clearly displayed before the booking is completed. The deposit is payable at the time of booking and is governed by section 3A.

3. Cancellation and Refund Policy

3.1 Cancellation requests must be submitted in writing to events@theitp.org.

3.2 The following refund timetable applies to ticket fees only, unless otherwise specified for a particular Event. Member Event Deposits are governed separately by section 3A.

- More than 28 days before the Event: full refund minus an administration fee.
- Between 14 and 28 days before the Event: 50% refund.
- Less than 14 days before the Event: no refund.

3.3 Substitutions may be permitted at the discretion of ITP if requested before the Event.

3.4 Non-attendance does not ordinarily entitle the attendee to a refund of any ticket fee, subject to applicable statutory rights. Refunds of Member Event Deposits are governed by section 3A.

3.5 If an Event is cancelled by ITP, attendees will be entitled to either:

- a full refund; or
- transfer of the booking to a rescheduled Event.

3.6 ITP is not responsible for travel, accommodation, or other costs incurred by attendees in connection with an Event cancellation or change.

3A. Member Event Deposits

3A.1 For bookings made on or after 1st December 2026, a £20 Member Event Deposit per person is required for member Events where this is stated at booking. The deposit helps ITP plan attendance, manage commitments to venues and suppliers, reduce unused places and make places available to other members.

3A.2 Members who attend the Event will receive a full refund of their Member Event Deposit.

3A.3 Members who cancel at least 48 hours before the Event's advertised start time will receive a full refund of their Member Event Deposit. Cancellation must be submitted in writing to events@theitp.org. The deadline is calculated using the local time stated for the Event.

3A.4 If a member cancels less than 48 hours before the Event's advertised start time or does not attend, ITP will normally retain the full £20 Member Event Deposit to cover losses arising from the unused booking. Any amount retained will not exceed ITP's reasonable losses, taking account of costs saved, any replacement booking and any other payments retained for the same loss. Where those losses are less than £20, the balance will be refunded.

3A.5 ITP may waive retention of the deposit and provide a full or partial refund in exceptional circumstances, including serious illness, bereavement or an emergency. Members should contact events@theitp.org as soon as reasonably possible, and requests will be considered individually.

3A.6 If ITP cancels the Event, members will be entitled to a full refund of their Member Event Deposit. If ITP reschedules the Event, members may choose to transfer their deposit to the rescheduled Event or receive a full deposit refund.

3A.7 ITP will process deposit refunds within five working days after:

- the Event, where the member attends or a partial refund is due following late cancellation or non-attendance;
- receiving a cancellation submitted at least 48 hours before the Event; or
- the member choosing a refund following cancellation or rescheduling by ITP.

Refunds will be made to the original payment method without a refund administration fee. Once ITP has processed the refund, please allow a further 5–10 working days for the bank or payment provider to credit the account.

3A.8 Members who would have difficulty paying the deposit upfront may contact events@theitp.org confidentially to discuss alternative arrangements before booking.

3A.9 This section takes precedence over any conflicting provision in these Terms concerning the refund or retention of Member Event Deposits, including clauses 3.4 and 5.3. Nothing in these Terms limits an attendee's statutory rights.

4. Event Changes

4.1 ITP reserves the right to:

- alter the published programme;
- substitute speakers;
- change the venue;
- amend the Event format (including virtual or hybrid delivery);
- change Event timings where reasonably necessary.

4.2 Any changes will be communicated as soon as reasonably practicable.

5. Attendance and Conduct

5.1 Attendees are expected to behave professionally and respectfully towards all participants, speakers, sponsors, staff, and venue personnel.

5.2 Harassment, discrimination, abusive behaviour, intimidation, or disruption will not be tolerated.

5.3 ITP reserves the right to remove any attendee from an Event without refund where behaviour is considered inappropriate or unsafe.

5.4 Attendees must comply with venue rules, health and safety requirements, and any reasonable instructions from Event staff.

6. Virtual and Hybrid Events

6.1 For online Events, attendees are responsible for ensuring they have adequate internet connectivity and compatible equipment.

6.2 Access links and login credentials are confidential and must not be shared.

6.3 Recording, copying, distributing, or sharing Event content without prior written permission from ITP is prohibited.

7. Intellectual Property

7.1 All Event materials, presentations, recordings, branding, and content remain the intellectual property of ITP or the respective presenters.

7.2 Attendees may use Event materials solely for personal or internal business use unless otherwise agreed in writing.

7.3 No part of the Event may be reproduced, published, or commercially exploited without prior written consent.

8. Photography and Recording

8.1 Photographs, video recordings, and audio recordings may be taken during Events for promotional, educational, or archival purposes.

8.2 By attending, attendees consent to the use of their image or likeness in ITP marketing and communications unless they notify ITP in writing before the Event.

8.3 Attendees may not record sessions without prior permission.

9. Data Protection and Privacy

9.1 Personal information provided during registration will be processed in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

9.2 Personal data may be used for:

- Event administration;
- attendee communications;
- membership verification;
- post-event feedback;
- related professional communications where permitted.

9.3 ITP will not sell attendee personal information to third parties.

9.4 Attendee details may be shared with Event partners or sponsors only where consent has been provided or where necessary for Event delivery.

10. Liability

10.1 Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

10.2 Subject to clause 10.1, ITP shall not be liable for:

- indirect or consequential loss;
- loss of profit, revenue, or business opportunity;
- technical interruptions;
- personal property loss or damage;
- circumstances outside its reasonable control.

10.3 ITP's total liability in relation to any Event shall not exceed the amount paid by the attendee for the relevant booking.

11. Force Majeure

ITP shall not be liable for delay, cancellation, or failure to perform its obligations due to events beyond its reasonable control, including but not limited to severe weather, industrial disputes, pandemics, government restrictions, venue closures, power failures, or telecommunications outages.

12. Accessibility and Special Requirements

12.1 ITP aims to make Events accessible and inclusive.

12.2 Attendees should notify ITP of any accessibility, dietary, or other special requirements at the time of booking or as early as possible.

13. Sponsorship and Exhibitors

13.1 Sponsors and exhibitors participating in Events must comply with all relevant Event rules and applicable laws.

13.2 ITP reserves the right to reject or remove sponsorship or exhibition materials deemed inappropriate or inconsistent with the objectives of the organisation.

14. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

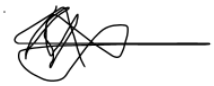
15. Contact Information

For questions regarding Event bookings or these Terms and Conditions, please contact:

Institute of Telecommunications Professionals
Unit 2, Hersham Farm Business Park, Longcross Road, Longcross, Chertsey, KT16 0DN
hello@theitp.org
01932 788 861
www.theitp.org

Policy Review

This policy is reviewed annually.

Signed and Approved By	Charlotte Goodwill
Job Title	Chief Executive Officer
Signature	
Date Signed	21/05/2026

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Version 02		