

1. In these Terms and Conditions ‘the Company’ means RenewableUK (formerly BWEA) and ‘the Client’ (which expressions shall include any principal on whose behalf the Client Delegate Booking Form overleaf the Delegate Booking’) is signed means the person, firm, company or organisation placing the order. Persons purchasing tickets shall be deemed to have authority so to do from the person, from, company or organisation on whose behalf they are acting or purporting to act.
2. Orders placed with the Company shall constitute a contract when the Client either signs the Order, confirms their acceptance by email or books directly through our on-line facilities.
3. Payment terms are 30 days (for live events), or in advance by credit card at the time of booking. All bookings must be settled in full prior to the event otherwise entry may be refused.
4. Save for where the Event is cancelled by the Company, the Company shall only provide full refunds in respect of tickets where the Company receives written notice of cancellation as outlined in this clause.
 - 4.1 Where the company receives a written request for cancellation more than 56 days before the event date a cancellation fee of 50% of the invoice value will be applicable.
 - 4.2 Where the Company receives a written request for cancellation less than 56 days before the event date a cancellation fee of 100% of the invoice value will be applicable.
 - 4.3 Any payment due shall be made in full without set off or counterclaim and must be settled within 14 days.
 - 4.4 Disputes must be raised within 10 working days from the date of the invoice. Details of a dispute must be given in writing, (letters and emails are acceptable forms of notification). Physical proof of delivery may be requested.
 - 4.5 The Client is liable for all collection and litigation costs and fees should the Company instruct a third party or undertake litigation to collect non-payment of the invoice.
5. The Company may terminate this agreement at any time on giving reasonable written notice to the client (Using the contact details provided in the Order) If:
 - 5.1 The Client is in material breach of any term of this Agreement.
 - 5.2 The Client makes an agreement with its creditors, cannot pay its debts as they fall due, is declared insolvent, or has an administrator or receiver appointed.
 - 5.3 Force Majeure – The company is relieved of all its obligations if any act is outside the Company’s control which means the Company is unable to hold the Event such as: acts of god, pandemic, severe weather, danger of war, fire or severe disturbances affecting the organisation, venue or its suppliers.
 - 5.4 The Company reserves the right to alter the conference date and venue if necessary and where possible will take all steps necessary to inform the Client with reasonable notice.
6. The Company will clearly state in event related literature what the delegate fees cover. For paid events lasting for one day and where applicable, refreshments throughout the day are provided during specified breaks only. It is the delegates’ responsibility to inform the Events Manager of any special dietary requirements no later than 7 days before the start of the event they are attending. Where delegates do not inform the Company of any special requirements, the Company cannot be held responsible.
7. The Company endeavours to cater for all delegates, however should a delegate have any special needs, i.e. wheelchair access, delegates should contact the Company with full details no later than 2 weeks before the start of the event they are attending.
8. The Company reserves the right to vary or cancel an event where the occasion necessitates.

9. Delegate tickets may be transferred to another date or event, but only at the discretion of the Company.
10. The Client order acts as confirmation and delegate ticket. The Company will issue a delegate badge upon the Client checking in at the delegate registration desk on the morning of the event.
11. Event documentation is distributed at delegate registration.
12. The Company will forward venue details (address, maps, car parking instructions and travel directions) no later than one week before the event the Client is attending takes place.
13. Once a delegate has been registered, the booking is strictly for the person named on the registration form. If a delegate/organisation (the Client) wishes to make any changes to the booking (i.e. change of delegate name), all requests should be put in writing and forwarded to the Events Manager at the Company's office in advance of the event. Failure to do so will result in invoices being issued for both delegates.
14. Should a different person attend the event to that names in the delegate booking form, without prior agreement with the Company, then the Company will treat this as an additional delegate and will invoice them accordingly. To avoid this, please adhere to the Company's cancellation policy.
15. The Company reserves the right to refuse admission and to remove persons from the premises for any reason where necessary. The Company may also have to conduct security searches to ensure the safety of persons at the event.
16. Save for where the Company's prior written consent has been obtained, the use of photographic equipment is not allowed. All other recording and any transmission is prohibited including, (without limitation) recording of any data, information or results of or relating to the Event and any participant. As a condition of entry to the Event you assign (by way of a present assignment of future copyright) the copyright in any photographs or recordings you make at the Event to the Company.
17. The Company is not responsible for any loss, injury or damage, howsoever caused, to the bearer except where any loss, injury or damage is caused by the negligence of the Company, its employees or agents.
18. No unauthorised trading is permitted within the at the event.
19. In the interests of public safety, the Company may request the Client to leave the event at any time for safety reasons or immediately after the Event. No admission or re-admission is permitted after the end of the Event.
20. Data Protection: Information you supply to the Company may be used for publication (where you provide details for inclusion in our directories, catalogues or delegate lists and on our websites) and also to provide you with information about our products or services in the form of direct marketing activity by phone or post. Information will not be made available to 3rd parties on a list lease or list rental basis for the purpose of direct marketing. If at any time you no longer wish to receive anything from the Company or to have your data made available to carefully selected 3rd parties, please write to:

Event Manager
RenewableUK
Chapter House, Chapter Street
SW1P 4NP
London
T: +44 (0)20 7901 3000
E: Events@RenewableUK.com
21. If for any reason part of these terms and conditions are unenforceable, the validity of the remaining terms and conditions shall not be affected.
22. Contracts between the Client and the company shall be governed by English Law and the Client and the company submits to the exclusive jurisdiction of the English courts.
23. The Client gives consent to the Company to carry out a credit search on the partners and directors of the organisation now or at a future date. The credit search will be recorded by the agency and may be disclosed to subsequent enquirers.
24. In the first instance all enquiries should be directed to the Event Manager at the address above.