



# **EVENT & TRAINING COURSES TERMS & BOOKING CONDITIONS 2024**

# **AFB EVENTS & TRAINING COURSES**

## **TERMS AND BOOKING CONDITIONS 2024**

### **A. ARRIVALS AND REGISTRATION**

1. We politely request that delegates arrive in good time for their event, at least ten minutes prior to the event's start time. For late arrivals, you will only be allowed to join the event when it doesn't disturb the presenters or delegates. We appreciate that some situations are unavoidable but would ask that you try to mitigate these by allowing plenty of time for your journey to the event.
2. It is the responsibility of each delegate to ensure their attendance is registered at each event. The AFB can only issue a certificate of attendance to those delegates whose attendance can be verified.

### **B. INVOICE AND PAYMENTS**

1. All invoices issued for events must be settled within 28 days of the date of issue, except in the case of training programmes, when payment will be required upfront by the date advised on the invoice.
2. For on-demand training programmes, payment is required in full prior to course commencement.

### **C. CANCELLATIONS**

1. Cancellations will only be accepted in writing and will be refunded in full, up to ten days prior to the event date, subject to a £30 plus VAT administration fee. No refunds will be given for cancellations received within ten days of the event date.
2. Should you be unable to attend an event, a substitute is welcome at no extra charge. Please notify us at least two working days before an event of the substitution's details.
3. Cancellations and substitutions should be sent in writing to [secretariat@foreignbanks.org.uk](mailto:secretariat@foreignbanks.org.uk).
4. We understand that plans change, we ask all delegates to cancel your place at an event if you are no longer able to attend. This will allow us to reallocate your place to another member.
5. The AFB is not responsible for the non-arrival of confirmation documents. Your booking will be acknowledged. If you do not receive an acknowledgement, please contact the AFB via email [secretariat@foreignbanks.org.uk](mailto:secretariat@foreignbanks.org.uk)
6. The AFB is not responsible for any IT issues caused by a member's IT system or internet connection that may impact your attendance or experience at an AFB virtual event. In this circumstance, no refund will be given.



7. The AFB reserves the right to refuse entry to delegates for non-payment or failure to comply with the [Membership Agreement](#).
8. The AFB reserves the right to cancel an event, to change the venue, content and method of delivery of the programme at any time.

## **D. DATA PROTECTION AND PRIVACY**

1. The information you provide to us when you make your booking will be used by the AFB to arrange and administer the event, including ensuring that all health and safety requirements are met. We may employ third parties to manage events on our behalf.
2. We will use the name and company details you give us to send you other information we think you may be interested in, including invitations to events and details of our publications, unless you choose not to receive these. You can opt out of further communications by contacting [secretariat@foreignbanks.org.uk](mailto:secretariat@foreignbanks.org.uk)
3. More details about how we will use your personal information, including your rights, can be found [here](#)

## **E. PHOTOGRAPHY/FILMING**

1. Photography and filming and/or recording may take place at AFB events (whether in-person or virtual). Photographs, video footage and/or event recordings collected at AFB events may be shared with AFB members and/or held on our website and/or used by us for marketing materials, advertising and other documents that may be made available to the public.

