



Terms and conditions for The Consortium of Therapeutic Communities

. PRICE AND PAYMENT

The price of any of our Events are available on our website.

You may pay for your booking online by credit and debit card. Credit and debit card payments made online through our website are processed by a secure payment collection service. Our invoices contain our bank details for bacs transfer. Payments can be taken over the phone via PayPal, we will take your name, address registered to the card and other details to finalise the payment process.

Payment shall be due strictly in accordance with our standard invoice terms (*fifteen days from date of invoice, or prior to the commencement of the Event, whichever is sooner*).

Payment must be made prior to attending an event.

. SPECIAL OFFERS

We reserve the right, from time to time, to run special promotional offers on events. Special Offers may include, but are not limited to, price promotions. In the event of a Special Offer, additional terms and conditions may apply which will be made available at the time of booking.

. CONFIRMATION OF BOOKING

After making a booking you will receive an e-mail from us acknowledging that we have received your booking request. Please note, your booking is not confirmed until full payment has been received.

The contract between us will only be formed when we send you the Booking Confirmation and receive full payment. Should there be a limited number of places at each Event these will be allocated in order of receipt of bookings.

. JOINING INSTRUCTIONS

You will receive joining instructions confirming timings and venues once your booking has been processed. If you have not received this one week prior to the event, please contact us. Prior to



contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been sent to these inboxes by your email client.

. COURSE/EVENT CONTENT

We reserve the right to make changes to the published programme of an Event (but not the overall content), for example to timings and/or speakers if one of the advertised speakers is unable to attend. In such cases, you will not be entitled to a refund if you cancel your place.

. COURSE/EVENT VENUE

Our Events are held at a number of venues. You acknowledge that we may have to change the published venue for the event for reasons beyond our control and in such cases, you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.

You are liable for any loss or damage which you may cause to our premises or that of the external venue and agree to adhere to all housekeeping rules, procedures and policies that may be in place at any venue from time to time.

If you have a disability or medical condition that requires special arrangements to be made, or specific dietary requirements, please notify us of your requirements when making your booking.

. VIRTUAL COURSES AND EVENTS

We run training courses, meetings and large-scale conferences online and in person. Not all in person events will be available online and not all online events will be recorded, this is at the discretion of the speaker(s). Currently we are using Zoom in order to deliver these events online. Zoom is a GDPR compliant video conferencing platform with full end-to-end encryption.

We have assessed the associated risks of using an online platform and also the implications for GDPR legislations. We have taken advice and we are confident that we have mitigated against any risks associated with using an online platform and have implemented the following measures:

- All meetings use the Zoom waiting room to allow us to screen attendees before they are admitted
- Attendees are advised not to share the Zoom link
- **We have procedures in place to deal appropriately with any issues and all staff are briefed on this**
- Zoom registration is not used therefore no personal data is passed on to them by TCTC
- TCTC has the ability to remove any attendee if their behaviour is deemed inappropriate.
- Participants are made aware if the meeting is to be recorded
- **A full DPIA (Data Protection Impact Assessment) has been conducted and was satisfactory**

. OUR CANCELLATION AND REFUND POLICY



In-person events

Cancellations received in writing more than one month but less than 3 months before the Event, will be subject to a 10% administration fee. No refunds will be made for cancellations less than one month prior to event or for non-attendance. If cancellation by the delegate is prior to 3 months before the event - the delegate shall be entitled to a full refund of fees.

Refunds for additional options such as dinners and workshop places when cancelled by the attendee, will be made on a case by case basis.

We reserve the right at any time and without prior warning to change the venue of the Event and/or Speakers/Chairperson from those described in the programme. We also reserve the right in our absolute discretion, to cancel your booking where we need to do so due to circumstances outside of our control (including, but not limited to, situations where sufficient numbers have not booked for the Event or the speakers are unavailable or cancel the Event or if you are more than 30 days in arrears with any payment due to us, or if it may prejudice our reputation). We shall have no liability for losses or costs which you may incur due to such cancellation but we shall refund your booking payment (in full as soon as possible) or offer you an alternative Event if one is available. You have the choice of accepting the refund, a credit note or attending the alternative Event.

Virtual events

Virtual events often have a much shorter timescale between when booking opens and the event takes place. There are also less individual costs associated with the attendance of a virtual attendee than there are with an in-person one.

In the cases where no additional resources have been purchased for the attendee, such as a licence to use software or to grant access to a platform, or that places were not limited on the number that could attend (e.g. a training course) TCTC intend to provide a full refund if it is requested at least 3 weeks prior to the start of the event.

If the refund is requested for a limited capacity event or training course or if licences have been purchased, TCTC will provide a refund on the condition that we are able to resell the reserved place at the event and that the refund request has been made 3 weeks prior to the event.

. RIGHTS IN MATERIALS

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our Events (including, without limitation, course notes, slides, brochures, articles or case studies) are the property of TCTC or of our speakers. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

. IMAGES

We often take photographs at events for marketing purposes. By attending an event, you are giving us permission to use images in which you may be present. In addition, these images may be shared



and stored on third-party platforms. Should you not wish to appear in any images, please notify the TCTC representative at the event.

. OUR LIABILITY

Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings. We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises or at external venues save for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.

We will not be responsible to you or any third party for any business loss (including loss of revenue, profits, contracts, anticipated savings, wasted expenditure, data or goodwill) or any other loss or damage which does not result directly from our actions.

Nothing in these online event booking terms and conditions excludes our liability to you for personal injury or death caused by our negligence.

. EVENTS OUTSIDE OUR CONTROL

TCTC shall not be liable for the delay or cancellation of an event, if the delay or cancellation is caused by circumstances or events outside our reasonable control. A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes (without limitation) the following:

- Strikes, or industrial action;
- Riot, terrorist attack or threat of terrorist attack, war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- Impossibility of the use of public or private telecommunications networks; and
- The acts, legislation, regulations or restrictions of any government;

Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

. WRITTEN COMMUNICATIONS

We will contact you by e-mail or provide you with information by posting notices on our Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

. PUBLICITY

We may use photographs taken at Events in publicity and marketing materials, including use on our Website. Your attendance at an Event may mean that you are featured in such photographs and you are deemed not to object to the taking of such photographs as detailed above. If you do not wish to be included in any photograph, please notify Admin or TCTC representative at the Event prior to the photographs being taken.

. OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

We have the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.

The consortium of Therapeutic Communities terms and conditions revised 2023

