

## CONFERENCES/EVENTS TERMS AND CONDITIONS

The following terms and conditions apply when booking and attending a national rail conference organised by *Railfuture*.

1. Your agreement is with the Railway Development Society Ltd trading as *Railfuture*. Where *Railfuture* has partnered with or recommends the facilities of, for example, a hotel to offer accommodation or a train company for a discounted fare, your agreement for those services is with them.
2. These conditions apply whether you booked online at [www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences), by sending a booking form and cheque in the post or paying on the day.
3. The *Railfuture* contact point is the postal and e-mail address on the conference flier, which can also be found on the *Railfuture* web-site [www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences).
4. Refunds
  - a. *Railfuture's* liability is limited to a refund of the full conference fee including any supplementary costs such as lunch. No compensation will be provided for consequential loss (for example travel and accommodation).
  - b. If the event is cancelled *Railfuture* will automatically provide a full refund to everyone who has booked. In the event that the conference is curtailed, for example because of a fire, a proportionate refund will be provided to everyone who has been signed in at the registration desk.
  - c. It is the attendee's responsibility to inform *Railfuture* if their address or contact details change.
  - d. Cancellations should be made to *Railfuture* at least seven days prior to the conference. After this date the cost of food and drinks will be deducted if *Railfuture* is unable to recover the cost. Unless the cancellation notification requests otherwise,
  - e. Anyone asked by the conference organisers or the venue management to leave the conference for unacceptable behaviour will not be entitled to a refund.
  - f. Request for a refund where *Railfuture* has not been notified in advance will be considered by the board of directors based on the reason given for non-attendance or dissatisfaction with the conference. In such cases *Railfuture* may offer a voucher rather than a refund.
  - g. Occasionally confirmed speakers are unable to attend. Where *Railfuture* announces that speakers have been "invited" this means that they have yet to confirm. Changes to the line-up will be posted on the *Railfuture* web-site [www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences). *Railfuture* will not normally offer refunds if one or more expected speakers fail to attend, or if a personal appearance is replaced by a video address.
  - h. Request for a full or partial refund must be made no later than 28 days after the conference date.
  - i. Appeals following a refusal of a refund must be addressed to the Company Secretary at the registered office of the company (see below).
5. Bookings
  - a. Bookings will be acknowledged by either post or e-mail once the full conference programme and information pack has been produced. This is typically between three and four weeks prior to the conference. For an earlier acknowledgement by post please enclose a stamped-addressed envelope.
  - b. A booking is only transferable to another specified person if *Railfuture* is notified and acknowledges receipt at least seven days prior to the conference. If the transfer is from a member to a non-member then a supplementary amount may be payable when arriving at the conference.
  - c. Fire regulations impose a maximum number of people who can be admitted. *Railfuture* cannot guarantee to admit anyone who turns up without a booking. Everyone who has booked will be guaranteed entry providing that they arrive before the start of the afternoon session, after which time *Railfuture* may offer the place to someone else.
  - d. Bookings are processed on a first-come first-served basis. However, if the conference is likely to be fully booked in advance, priority will be given to *Railfuture* members.
  - e. If a receipt is required please request this at the time of booking by post or when registering on the day. No receipt will be provided for bookings made via the web-site as you will receive an e-mail from PayPal and can take a print of the screen.
6. Conference fees
  - a. Bookings made under an 'early bird' offer should be received by *Railfuture* by the specified date. Allowance will be made for late arrival owing to, for example, postal strikes. Any discounted booking arriving substantially after the specified date will be accepted but the supplementary amount will be payable when arriving at the conference. (The web-site will not allow an 'early bird' booking to be made after the cut-off date.)

- b. At many conferences discounts are available to a person who is a member at the time of booking. A person remains a member for six months beyond the expiry date of their membership, when they are deemed to have lapsed.
  - c. A member may be accompanied by another specified person at the members' rate providing that the booking is made at the same time. This is on the basis that the member is introducing a possible new member to the Society. *Railfuture* reserves the right to deny the discounted rate to the other person if they have been that member's guest on a previous occasion.
  - d. An organisation that is affiliated to *Railfuture*, such as a rail users' group, are entitled to two places at the members' rate.
  - e. Anyone who booked at the non-members' rate and becomes a member subsequently up to 28 days after the conference will be entitled to a reduction in membership fee equivalent to the difference between the non-member and member rate for the conference. This must be requested when joining *Railfuture* either on the membership form or by e-mail.
  - f. Discounts may be available for bookings of more than two people. Please enquire.
  - g. Where numbers have not met expectations *Railfuture* may, exceptionally, offer attendance at a reduced rate close to the date of the event (e.g. to ensure that food that has been ordered and cannot be cancelled is not wasted). *Railfuture* may also negotiate special discounted fees with certain organisations for their members. Where someone has already booked they will not be entitled to any refund to cover part or all of the difference from such offers, or if they later discover that they could have booked at a lower rate at the time. If someone cancels their booking and subsequently re-books at a low price they will not be admitted to the conference unless the differential is paid.
7. Accessibility
    - a. All *Railfuture* events are held at venues deemed to be accessible. However, to ensure that your enjoyment is not spoiled please list any special requirements at the time of booking. For example, *Railfuture* would be able to reserve a seat at the front of the audience if a person is hard of hearing.
  8. Loss and damage to possessions
    - a. Attendees bring possessions, such as cameras, to the conference entirely at their own risk.
  9. Photography
    - a. Attendees may be asked to refrain from taking photographs, especially those involving flash photography during presentations. Anyone publishing photographs taken at the conference is requested obtain consent from anyone appearing in those photographs (apart from speakers).
    - b. *Railfuture* may publish photographs taken at the conference that include attendees. If you do not wish to be featured in any photograph then it is your responsibility to advise the chairman on the day – they may need to ask you to move to a different seat to avoid being photographed.
  10. Data Protection Act
    - a. *Railfuture* abides by the Data Protection Act. Contact details will be kept on file in order to manage refunds and despatch post-conference literature (such as a conference report). *Railfuture* will keep a record of attendance for a period of time to promote and offer discounts at future conferences but will remove these details at the earliest opportunity if a request is sent to the conference address or company secretary. Personal information will never be supplied to any outside organisation.
  11. A copy of these terms and conditions will be posted on the [www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences) web-site page and will be available at the conference. They can also be downloaded from [www.railfuture.org.uk/DL361](http://www.railfuture.org.uk/DL361).

*For the avoidance of doubt, "RDS Group Travel", which organises rail trips to the European mainland and is occasionally mentioned in Railwatch magazine is completely independent of the Railway Development Society Ltd.*

This document supersedes any previously published terms and conditions.

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Ref "JA/Railfuture-Conference-Terms-and-Conditions".

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