

## Events Terms and Conditions (03.07.18)

This page (together with the documents referred to on it) tells you ("you" means the party contracting with CIPS for Events) the terms and conditions on which we ("we", "us" or "CIPS" means the Chartered Institute of Purchasing and Supply) supply events ("Events") and is to be read in conjunction with our General Terms & Conditions of Business and Website Use available on the CIPS Website [www.cips.org/aboutcips/General-Terms--Conditions/](http://www.cips.org/aboutcips/General-Terms--Conditions/) ("General Terms"). If there is an inconsistency between any of the provisions of these terms and conditions and the General Terms, the provisions of these terms and conditions shall prevail. Please read these terms and conditions carefully before booking any Events on our Website. You should understand that by booking any Events, you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

### 1. Booking Events

Bookings for Events can be made via our "Website" (means [www.cips.org](http://www.cips.org)) at the following link: <http://www.cips.org/training> or by contacting our Training & Events Team on +44 (0) 1780 756777 or at [events@cips.org](mailto:events@cips.org). For online bookings, please select the Event that you require and click on the "Book" button, following the instructions step by step.

Bookings for the following Corporate Events should be made directly with Haymarket Media Group, our external events supplier. Links to the following event websites will be provided via the CIPS Website:

UK Conference  
Australasia Conference and Awards  
MENA Conference and Awards  
Supply Management Awards

Specific event related terms and conditions apply when booking these events. These are available for viewing on the individual event websites.

### 2. Description and pricing of Events

Although we make every effort to ensure the prices listed are correct, mistakes may sometimes be made. If a mistake is discovered in the price of the Event that you have booked prior to confirmation of your booking, we will tell you and give you the option of either reconfirming your booking at the correct price or cancelling your booking. In this instance, if we are unable to contact you or we receive no reply from you your booking will be cancelled. CIPS reserves the right to change prices listed without notice. CIPS also reserves the right to refuse to supply to any individual or company.

### 3. Provisional bookings

When booking an Event online, acknowledgement of the booking request is emailed within one working day the request is received by CIPS. Where a booking made online, by email or over the telephone is not accompanied by full payment or a formal purchase order (sent either by post or by email), the booking will be deemed to be provisional ("Provisional Booking"). Provisional Bookings will only be held until two weeks prior to commencement of the Event, after this any Provisional Bookings will be cancelled.

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When payment has been received in full, or a formal purchase order has been provided (either by email or by post), the individuals' place on the Event will then be confirmed and a binding contract will have been entered into between CIPS and the booking party. Please refer further to the "How to pay" section below.

#### **4. Cancellation of Events**

CIPS reserves the right to amend or cancel any Event, Event times, dates or published prices. Changes to Event prices, times and dates will be advised before the Event start date and any Event already paid in full will not be subject to the increased price. As an Event may be cancelled up to four weeks prior to its start date, we recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate's responsibility. CIPS does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its Events. Where an Event has been cancelled, delegates will be offered an alternative date for the same Event, a credit towards another Event or a refund.

#### **5. How to Pay**

If you are making a booking online, you can pay by credit or debit card or by purchase order. RBS Worldpay handles our online credit and debit card transactions in a secure environment. We accept American Express, Visa, Mastercard and Maestro.

If paying by purchase order, the invoice will need to be addressed to the booker or delegate's employer. Payment must be made within 30 days from the date of the invoice or if the booking is made less than 30 days before the Event date, payment is required before the Event date.

For bookings made other than via the Website, payment can be made in the following ways:

- Credit or debit card;
- Direct bank transfer to the CIPS bank account, details of which can be found below;
- Cheques by post made payable to "CIPS";
- Bankers' draft by post made payable to "CIPS";
- If you are an existing member of CIPS, using any credit that you have standing on your CIPS account.

Please note that we do not accept payment by cash or payments in any currency other than UK pounds sterling.

You are advised to notify the Training & Events Team in advance if you wish to pay by direct bank transfer to ensure the swift confirmation of your booking. You will not be eligible to attend the Event until full payment is received.

In the case of late bookings payment must be made prior to attendance of the Event. If payment is not made prior to the delegate attending the Event CIPS reserves the right to refuse admission until payment has been made in full.

#### **6. VAT & Card Charges**

Fees quoted are exclusive of VAT, which will be shown separately on the invoice. A VAT invoice will be sent to cover your payment.

If payment is made via a credit card or charge card, a non-refundable 2% fee will be added at the payment stage. The amount is not capped and there is no minimum charge. Fees will not be charged for payment via debit cards, direct bank transfer, bankers draft or cheques.

## 7. Joining Instructions

Joining instructions including venue details and start times are sent out by email to the Event booker one week before the event. Once this has been done the services is deemed to have started under the Consumer Protect (Distance Selling) Regulations 2000

## 8. Copyright

All materials (“**CIPS Materials**”) provided for CIPS Events including graphics, code, text products, software, audio, music and design are owned by CIPS or CIPS’ third party Event providers. No content in whole or in part of the CIPS Materials may be copied, reproduced, uploaded, posted, displayed, linked to or used in any way without the prior written permission of CIPS. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of CIPS, or in the case of material licensed to CIPS, the owner of such materials.

## 9. Cancellations

Where a firm booking has been accepted by CIPS and is subsequently cancelled, the customer will be liable for the following charges. All cancellations must be received in writing.

Number of weeks before Event date that the cancellation is made	Charge to customer
Over 5 weeks	No charge
3 – 5 weeks	30% charge
3 – 0 weeks	Full charge

Under the Consumer Protect (Distance Selling) Regulations 2000 you have a cancellation cooling off period where you can cancel your Event within a period of 14 working days beginning on the day after the day on which the contract is concluded with you as notified by email or postal confirmation from CIPS in accordance with these Terms. In this case, you will receive a full refund of the price paid for the Events in accordance with our refunds policy (clause 13 below). After this initial cooling off period the above charges apply.

Upon receiving the joining instructions, you agree that the service provided by CIPS is deemed to have commenced and you agree to waive your right to cancel your booking and receive a full refund within 14 working days under the Consumer Protect (Distance Selling) Regulations 2000. In such instances, the cancellation policy in the above table will apply.

## 10. Transfers

In the event that a delegate wishes to transfer his booking to another Event, a 10% administration fee will be charged if the transfer is requested between three to five weeks of the original Event date. For transfer

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requests made three weeks or less prior to the Event date, no refund can be made. Transfers can be made to any event within a six month period.

## **11. Substitution**

Delegate substitution may be made at any time. If the membership status of the delegate changes, the fee payable will be amended accordingly.

## **12. Refunds**

If you wish to exercise your right to cancel your booking, CIPS will refund the fees paid according to the above cancellation policy. If payment for the order was originally made by credit card, any refund will be made back to the same card. If payment for the order was made by another method, such as cheque or bankers' draft, a refund will be made by direct bank transfer to a bank account that you elect.

## **13. Written communications**

Applicable laws require that some of the information or communications we send to you should be in writing. When using the Website, you accept that communication with us will be mainly electronic. 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.

## **14. Notices**

All notices given by you to us must be given to address detailed in clause 23. We may give notice to you at either the e-mail or postal address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an e-mail is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, which such e-mail was sent to the specified e-mail address of the addressee.

## **15. Non-EU Delegates**

CIPS welcomes delegates from overseas but if you are resident outside the European Union (EU) you should ensure that you have a valid visa and can comply with all immigration requirements before booking a CIPS Event.

Please note that CIPS training and events do not qualify you for a student visa or for entry to the UK or other EU countries. Visa information is given on [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk). If you wish to apply for entry to the UK you should contact your nearest British Mission that offers a visa service. A full list of UK Overseas Missions is given on [www.fco.gov.uk](http://www.fco.gov.uk).

CIPS cannot process bookings from outside the EU without full payment in advance. Once payment has been made, cancellation fees are payable in accordance with our terms and conditions. If you do not have a visa before applying and you are unable to obtain one, cancellation fees will be levied.

Any travel costs or any other expenses whatsoever incurred are entirely the delegate's responsibility.

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## 16. Specific needs

CIPS aims to ensure that its events are accessible to all. If you have any specific needs, please advise us at the earliest possible time and we will contact you to discuss your requirements.

## 17. Photography/Media at Events

CIPS may from time to time photograph/film its events for use in future publicity and marketing materials for the promotion of the organisation and for social media use. If you do not wish your photograph to be published, please inform a member of CIPS Staff or Volunteer on the day of the event.

## 18. Venues

Venues are sourced and visited ensuring that CIPS standards are met. Venues are normally hotels with good conference and leisure facilities or dedicated conference centres.

## 19. Event providers

CIPS sometimes uses third party providers to deliver its Events. They are leading edge procurement professionals within their fields and have been thoroughly vetted by CIPS.

## 20. Data Protection Statement

CIPS is registered under the provisions of the UK Data Protection Act 1998 and keeps any personal data concerning you in confidence. A full description of the CIPS Code of Practice for Data Protection can be found on the website [www.cips.org](http://www.cips.org).

## 21. CIPS bank details

Name of Bank	Barclays Bank plc
Address	46/49 Broad Street Stamford Lincolnshire PE9 1PZ
Sort Code	20 – 81 – 20
Account No	00511935
Account Name	Chartered Institute of Purchasing and Supply
Swift Address	BARCGB22
IBAN (UK Sterling)	GB 51 BARC 2081 2000 5119 35

**Please email a copy of your bank receipt to our Events Team ([events@cips.org](mailto:events@cips.org)) ensuring you quote your full name and either your CIPS membership number, enquiry number or CIPS company number.**

## 22. Contact details for the Events Team

Telephone: +44 (0) 1780 756777  
Email enquiries: [events@cips.org](mailto:events@cips.org)

Address:

CIPS

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Easton House  
Church Street  
Easton on the Hill  
Stamford  
Lincolnshire  
PE9 3NZ

VAT number: 342-6489-42

### **23. Complaints Procedure**

At CIPS we are committed to providing a high standard of customer care. If you are not happy with any element of the service that you have received from the Training & Events Team, please contact the Skills Training Team on +44 (0) 1780 756777.

### **24. Governing law**

These terms and conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.