

## **Local Government East's Events Booking and Cancellation Policy**

### **Online booking**

By completing an online event booking you are indicating you wish to attend a Local Government East (LGE) conference/event or webinar. By registering your place you are agreeing to the terms and conditions of attending the event. This will include your consent where necessary for the retention of your personal data. Upon successful registration and payment (where required) joining instructions will be circulated approximately 10 days in advance of the scheduled date (timescale differ for virtual events).

Provisional bookings are not permitted.

### **Your Personal Information**

For all events it is necessary for LGE to collect certain personal data which is held in compliance with the UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018.

The amount of data required is dictated by the type of event being attended:

- Virtual Events – LGE is required to obtain the minimum personal data deemed acceptable for you to attend, this will normally comprise of; first and last name, email address, contact number, job title and your employer/organisations details. We collect this information to ensure event communication can be circulated and post event follow-up undertaken.
- Physical/In person Events – As above with the addition of individual dietary requirements so LGE can cater for all needs
- LGE Managed Events – Some events LGE manage on behalf of our partners. Indication of a Managed event is clearly stated during the booking process. When managing events for partners it is our duty to share your personal data with our partners.
- Paid for Events - In addition to the above, LGE will need to process card payments for booking onto paid events with the details processed through our payment system (Stripe) <https://stripe.com/en-gb/privacy> with all data securely stored in compliance with GDPR and the Financial Services Regulations

### **Retention of your data**

- Free Events – LGE will retain your details for a maximum of 8 weeks once the event has taken place
- Paid Events – To comply with financial regulations billing information will be held for 6 years
- Managed Events – the above applies to LGE for managed events however our Partner may have an alternative retention policy, we suggest in these instances that you refer to their own retention policies.

## **Cancellation**

At LGE we offer a wide range of events, and our aim is to make these available to as broad an audience as possible. To minimise wasted costs and booked places not being taken, our courses and events are subject to a cancellation policy as laid out below.

All requests to cancel your place must be made in writing via email to [events@localgoveasteng.gov.uk](mailto:events@localgoveasteng.gov.uk) or the event organiser where specified. It will not be possible to refund booking fees if cancellations are received less than:

- 14 days before the event is to take place
- Non-attendance without prior notification

A 25% refund will be given if a cancellation is received 15 days prior to the event

100% refunds will be given for cancellations notified 28 or more days in advance of the event date

Cancellations will not be permitted after the deadlines stated. Delegates who do not attend on the day of the event will still be liable in full for the attendance fee without exception.

## **Cancellations for free to attend LGE member events**

Cancellations for free conferences / events must be advised a minimum of seven days before the conference / event start date. Any non-attendance may incur an administration charge of £50.00 - £100 + VAT per person, except in exceptional circumstances which is entirely at the LGE's discretion.

## **Substitute delegates**

Substitute delegates are welcome, please advise name changes in advance by email to [events@localgoveasteng.gov.uk](mailto:events@localgoveasteng.gov.uk)

## **Purchase order numbers**

Purchase order numbers must be provided at the time of booking. The text you submit in the purchase order number mandatory field on the booking screen will be treated as your authorisation to commit to expenditure on behalf of your organisation. Please do not submit purchase order numbers and bookings unless you are authorised to do so.

It will not be possible to amend purchase order information once the booking has been submitted, please take care to ensure that the information you provide is accurate as it will be reflected on the related sales invoice to your organisation.

## **Invoicing**

All charged for events will need to be paid for through the website via LGE's card payment system.

In certain circumstances LGE member organisations may be eligible to be invoiced for their events bookings.

Invoicing will reflect the delegate's name(s) inputted at the time of booking and it will not be possible to change the name reflected on the invoice at a later date.

Note: It may be necessary for LGE to change the content, timing or the speaker(s) of an event. No refunds will be available in these circumstances.

Should an event be cancelled, venue changed or rescheduled by LGE, a full refund will be offered.

For all bookings, the liability of LGE shall be limited to the amount of the fee actually paid to LGE by the delegate. For this reason, delegates are encouraged not to book travel or accommodation more than two weeks prior to any event date.

**Invoicing - Late Payment**

Invoices are due to be paid in full 28 days from the invoice date. LGE reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the base rate.

**Refunds of payments by Credit / Payment cards**

Where delegates cancel bookings within the above cancellation policy, refunds will be processed manually back to the originating card within 14 working days of notification of the required refund.

**Payment Currency** All transactions are in British Pounds

Note: To the extent permitted by law, LGE will not be liable by reason of breach of contract, negligence or otherwise for any loss or consequential loss occasioned to any person acting omitting to act or refraining from acting in reliance upon any materials or presentations at any event. Consequential loss shall be deemed to include, but is not limited to, any loss of profits or anticipated profits, damage to reputation or goodwill, loss of business or anticipated business, damages, costs, expenses incurred or payable to any third party or any other indirect or consequential losses.