Event Booking Terms

1. Booking and payment

1.1 Your booking is confirmed when we send you a booking confirmation email. If an event is full, we may offer you a place on the waiting list.

1.2 Each event description states who can book. Some events are for entrepreneurial members only, some allow guests.

1.3 Prices are shown on each event booking page. Unless we say otherwise, payment is due in full prior to the date of the event. You will be issued with an invoice upon booking with instructions on how to make payment.

1.4 Please book only if you plan to attend. Places are limited, and someone else may be waiting.

2. Transfers and substitutions

2.1 Places are personal to the person named on the booking. Unless the event page allows substitutions, you can't transfer your place without our agreement.

2.2 If substitutions are allowed, tell us the new attendee's name and company before the event. The person attending must meet the event's eligibility requirements.

3. If you cancel

3.1 Please tell us as early as possible by cancelling from the members' area of the website or by emailing info@entrepreneursforum.net, so we can offer your place to someone else.

3.2 Each event page sets a cancellation deadline. If you cancel before it, we'll refund you in full. If you cancel after it, or don't attend, we can't refund you, because we will already have committed the cost to the venue.

3.3 If we can fill your place from the waiting list, we may refund you even after the deadline. That decision is made by a member of our team.

3.4 Bookings for events on a specific date are not covered by the 14-day cancellation right in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Your cancellation rights are the ones set out here.

4. If we change or cancel an event

4.1 We may need to change a speaker, venue, time or format. If we make a significant change, we'll tell you as soon as we can. If you no longer want to attend, we'll refund you in full.

4.2 If we cancel an event, we'll refund you in full or, if you prefer, transfer your booking to another event.

4.3 We're not responsible for travel, accommodation or other costs you incur if an event is changed or cancelled, unless this is caused by our negligence.

5. Conduct

5.1 Everyone who attends our events, whether a member or not, agrees to follow our code of conduct.This means that you must treat everyone with respect, including our team, speakers, sponsors, venue staff and other guests. Harassment of any kind, including sexual harassment, won't be tolerated.

5.2 The Code applies at the event, at any drinks or socials linked to it, on transport we arrange, and in messages to people you met there.

5.3 Where alcohol is served, please drink responsibly. Alcohol is never an excuse for behaviour that breaches the Code.

5.4 If we reasonably believe someone has breached the Code, we may ask them to stop, ask them to leave or refuse them entry (in either case without a refund), inform the venue or the police, or decline their future bookings. If they are a member, we may also act under our Membership Terms & Conditions.

5.5 If something happens that makes you uncomfortable, speak to a member of the Forum team on the day, or email info@entrepreneursforum.net. Nobody will be treated less favourably for raising a concern in good faith.

6. Guests and table bookings

6.1 If you book places for other people, including a table, you're responsible for:

giving us each attendee's name before the event

making sure they have read these terms and the Code of Conduct

their conduct at the event

6.2 For events open to guests, guests must be aged 18 or over unless the event page says otherwise.

7. The Chatham House Rule

7.1 Unless we tell you otherwise, our events run under the Chatham House Rule. You may use what you hear, but you must not reveal who said it or what organisation they're from.

7.2 The Chatham House Rule never prevents anyone from raising a concern under the Code of Conduct, telling us what happened and who was involved, or reporting a matter to the police or a regulator.

8. Photography and filming

8.1 We may take photos or video footage at our events and use them on our website, social media, newsletters and in promoting future events.

8.2 If you'd rather not appear, tell a member of the Forum team, or the photographer or videographer on the day, or email us when you book. We'll do our best to leave you out, and we'll remove an image of you that we have published if you ask us to.

9. Your details

9.1 We use your booking details to manage the event and contact you about it, as described in our Privacy Policy.

9.2 We share dietary and access information only with the venue, and only so they can meet your needs.

9.3 We may share a delegate list with other attendees and speakers at the event, showing your name, job title and company. If you'd rather not be included, tell us when you book or email info@entrepreneursforum.net.

10. Access and dietary needs

10.1 Please tell us about any access, dietary or other needs when you book. We'll work with the venue to meet them as far as we reasonably can.

10.2 Please follow venue rules and any instructions from venue staff, including on health and safety.

11. Liability

11.1 Our liability to you in connection with an event is limited to the price you paid for your booking.

11.2 We're not responsible for loss of or damage to your belongings at an event, unless this is caused by our negligence.

11.3 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot legally be limited.

11.4 Views expressed by speakers are their own and not necessarily the Forum's. Nothing said at our events is professional advice.

12. General

12.1 We may update these terms from time to time. The version on our website when you book applies to your booking.

12.2 These terms are governed by the law of England and Wales.