ADCH Events & Conferences

Booking Terms & Conditions

0. Code of Behaviour

ADCH is committed to providing a respectful, inclusive, and professional environment at all its events. This Code of Behaviour sets out the expected conduct for all attendees, speakers, sponsors, exhibitors, and organisers at ADCH Events. It applies to both in-person and virtual events.

By booking or attending an ADCH Event, you confirm that you have read, understood, and agree to abide by the Code of Behaviour. Breaches of the Code may result in action under ADCH's procedures, which may include removal from the Event without refund.

The full Code of Behaviour can be viewed here.

1. Definitions

Customer – The person, firm, organisation or company booking a Delegate onto an Event.

Delegate – Any individual attending the Event, whether booked by a Customer or attending on their own behalf.

Event – Any course, workshop, webinar, training session, conference or meeting organised by ADCH.

Materials – Any documentation, digital content, presentations or resources provided in connection with the Event.

ADCH – Association of Dogs and Cats Homes.

Venue – The physical location or virtual platform on which an Event is delivered.

Working Day – Monday to Friday, excluding statutory bank holidays in England.

Sponsor – Any organisation or individual that has agreed a Sponsorship package for an Event run by ADCH.

Sponsorship Agreement – The written agreement (including any booking form) setting out the benefits, payment terms and conditions applicable to a Sponsor.

2. Orders and Acceptance

2.1. By submitting a booking for an Event, the Customer is deemed to accept these Terms and is responsible for ensuring the accuracy of all booking information provided.

2.2. These Terms govern all Event bookings and take precedence over any terms offered by the Customer. Submission of a booking or registration form constitutes a legally binding contract once acknowledged by ADCH.

2.3. If the booking is made on behalf of a Delegate, the Customer confirms they have authority to bind the Delegate to these Terms.

3. Payments

3.1. Payment in full must be received and cleared before the Event begins. ADCH accepts payment by direct credit or approved credit/debit cards. Tickets are not secured until full payment has been received and cleared.

3.2. ADCH reserves the right to refuse admission to any Delegate if payment has not been received prior to the start of the Event.

3.3. Invoices may be issued prior to the Event; however, all invoices must be settled before attendance is permitted.

4. Reservations, Substitutions, and Special Requirements

4.1. Upon receipt of a completed booking, ADCH will confirm availability and issue a booking acknowledgement. No booking is confirmed until this acknowledgement is issued, and payment has been received.

4.2. Substitute Delegates may attend in place of the original Delegate at no additional charge, subject to prior written notification. ADCH must receive the request at least 4 weeks (20 working days) prior to the Event.

4.3. Delegates must notify ADCH of any special access requirements (e.g., mobility needs) or dietary requirements at the time of booking and no later than 4 weeks (20 working days) before the Event. ADCH will use reasonable efforts to accommodate requirements but is not liable for failure to meet such needs if notification is late or incomplete.

5. Venue, Programme and Content

5.1. ADCH reserves the right to change the Venue, including transferring an in-person Event to a virtual format, if necessary. ADCH will notify Customers as soon as reasonably practicable.

5.2. Opinions expressed by speakers are their own and do not necessarily reflect the views of ADCH.

5.3. ADCH will make reasonable efforts to deliver the published programme. However, ADCH may alter the programme, speakers, timings, or content when required. Liability for such changes is limited to a refund of Event fees if requested.

5.4. For virtual Events, ADCH is not responsible for Delegate internet connectivity, equipment failure, or inability to access online platforms. Delegates must not share login credentials or access content using another delegate's details.

5.5. Event content and Materials are for general guidance and learning purposes only. ADCH, its staff, speakers, and consultants accept no responsibility for decisions made by Delegates based on event content.

5.6. Event places are allocated on a first-come, first-served basis. ADCH does not guarantee the availability of any ticket type, pricing category, or promotional rate.

5.7. Where discounted or promotional rates are offered, such as early-bird tickets, eligibility criteria and availability will be determined solely by ADCH.

6. Delegate Registration

6.1. Where ADCH requires Delegates to complete an individual registration form, all requested information must be submitted no later than 6 weeks (30 Working Days) before the Event, unless otherwise specified by ADCH.

6.2. The Customer is responsible for ensuring that all Delegates complete any required registration process and provide all requested information within the timescales specified by ADCH.

6.3. Each Delegate must provide a unique email address. ADCH may use this email address to issue registration forms, tickets, joining instructions, event communications, access credentials and Event Materials.

6.4. Changes to Delegate information, including delegate details, attendance information, dietary requirements, accessibility requirements or other registration information, must be submitted no later than 4 weeks (20 Working Days) before the Event.

6.5. ADCH may be unable to accommodate changes received after the deadline specified in clause 6.4 due to venue, catering, logistical, production, printing or administrative requirements.

6.6. The Customer is responsible for ensuring that all Delegates are made aware of and comply with these Terms and Conditions, the ADCH Code of Behaviour and any Event-specific requirements communicated by ADCH.

7. Dietary Requirements and Allergies

7.1. Delegates must notify ADCH of any dietary requirements, food allergies, intolerances or medically required dietary restrictions no later than 4 weeks (20 Working Days) before the Event.

7.2. ADCH will use reasonable efforts to communicate notified dietary requirements and allergies to the Venue or catering provider but cannot guarantee that all dietary requirements can be accommodated.

7.3. ADCH is unable to accommodate general food preferences that are not related to a medical, religious, ethical or accessibility requirement.

7.4. Delegates remain responsible for making venue or catering staff aware of any dietary requirements or allergies when food or refreshments are being served at any ADCH Event.

7.5. ADCH accepts no liability for any dietary issue, allergy-related incident or failure to provide requested catering arrangements where notification has not been provided within the required timescales or where the matter is outside ADCH's reasonable control.

8. Cancellations, Refunds, and Booking Changes

8.1. ADCH may cancel, postpone, or amend an Event without notice. In this situation, ADCH may, at its discretion, refund Event fees in full. ADCH will not be liable for additional costs incurred (e.g., travel, accommodation, time).

8.2. Delegate or Customer cancellations:

- **More than 8 weeks (40 working days) before the Event** – 100% refund
- **Between 8 weeks and 4 weeks (20 working days) before the Event** – 50% refund
- **Less than 4 weeks (20 working days) before the Event** – no refund
- **Failure to attend** – no refund

8.3. Cancellation requests must be submitted in writing to the Event organiser. Refunds will be issued within 30 Working Days.

9. Photography, Filming and Recording

9.1. ADCH may photograph, film, livestream or otherwise record Events for promotional, educational, reporting, archival and administrative purposes.

9.2. Photographs, video recordings and other media captured during an Event may be used by ADCH in promotional materials, publications, websites, social media channels, newsletters, reports and future Event marketing.

9.3. Delegates who do not wish to appear in identifiable photographs or recordings should notify an ADCH staff member or volunteer upon arrival at the Event. ADCH will take reasonable steps to avoid capturing or using identifiable images of those Delegates where reasonably practicable.

9.4. ADCH cannot guarantee that Delegates will not appear incidentally in crowd scenes, general Event footage, wide-angle photographs, or recordings where individuals are not the primary focus.

9.5. By attending an Event, Delegates acknowledge that photography, filming and recording may take place.

10. Intellectual Property

10.1. All rights in Event content and Materials belong to ADCH or its licensors, including speakers and partners.

10.2. Customers and Delegates may not reproduce, distribute, record, sell, or share any Materials without prior written consent.

11. Data Protection

11.1. Customer and Delegate information will be stored and processed in accordance with ADCH's Privacy Policy for the purpose of administering bookings and communicating about ADCH services.

11.2. ADCH may send Customers and Delegates communications relating to an Event booking, including registration information, programme updates, venue information, joining instructions, speaker announcements, logistical information, post-event materials and other communications necessary for the administration and delivery of the Event.

11.3. Such communications are sent on the basis of ADCH's legitimate interests in administering and delivering the Event and are not considered marketing communications. Delegates may continue to receive these communications for the duration of the Event lifecycle regardless of their marketing communication preferences.

12. Conference Specific Provisions

The provisions of this section apply only to ADCH Conferences and do not apply to other Events unless expressly stated by ADCH.

12.1. Conference places, including any discounted or promotional ticket types, are allocated on a first-come, first-served basis. ADCH does not guarantee the availability of any ticket category, rate or promotional offer.

12.2. Delegates wishing to attend the Petplan & ADCH Animal Charity Awards should confirm their attendance no later than 6 weeks (30 Working Days) before the Conference.

12.3. ADCH reserves the right to allocate seating arrangements for conference dinners, awards ceremonies and related activities and cannot guarantee individual seating preferences, table placements or requests to be seated with specific attendees.

12.4. Failure to confirm attendance at an included conference activity by the specified deadline may result in the Delegate being excluded from that activity where final numbers are required for venue, catering or operational purposes.

13. Sponsorship Terms

13.1. Sponsorship bookings are confirmed when ADCH issues written acceptance or an invoice.

13.2. Sponsors are liable for the full Sponsorship fee once the booking is confirmed.

13.3. Payment terms: full payment within 30 days of invoice, or as specified in the Sponsorship Agreement.

13.4. Sponsor cancellations:

- **More than 12 weeks (60 working days) before the Event** – 25% of fee payable
- **Between 12 weeks and 8 weeks (40 working days) before the Event** – 60% of fee payable
- **Less than 8 weeks (40 working days) of the Event** – 100% of fee payable

13.5. ADCH may reallocate sponsorship benefits if payment is not received. No refund will be given.

13.6. Sponsors grant ADCH permission to use their name and logo for Event marketing.

14. Force Majeure

ADCH is not liable for delays, cancellations, or failed delivery of an Event caused by circumstances beyond its reasonable control (e.g. natural disasters, strikes, technical failures, government restrictions). Clause 6 will apply if the Event is cancelled due to such circumstances.