

**United Kingdom Lubricants Association**  
**Event Booking Terms & Conditions**

By making a booking for an event with the United Kingdom Lubricants Association (UKLA), you agree to be bound by these terms and conditions.

These terms and conditions are subject to the law of England and Wales.

UKLA does not accept provisional bookings. All bookings must be made on a confirmed basis following which the Secretariat will issue an invoice which is subject to 30-day payment terms.

Bookings may be made in the manner prescribed on the UKLA website at [www.ukla.org.uk](http://www.ukla.org.uk). If in doubt please contact the Secretariat for details of how to book.

Receipt of bookings will be confirmed in writing by UKLA which you should check carefully. If you don't receive this within 48 hours, please contact UKLA on 01442 875922 or email [secretariat@ukla.org.uk](mailto:secretariat@ukla.org.uk)

Bookings are not officially confirmed by UKLA until payment has been received.

It is your responsibility to ensure accurate information is provided at the time of booking including the names of any delegates, and associated company information.

UKLA reserves the right to alter the programme, location, timing, venue, date or speakers/presenters without prior notification.

UKLA will not be liable for reimbursing travelling, accommodation, or any other expenses incurred by attendees who fail to attend an event for any reason.

**Payment Terms**

Unless agreed otherwise by UKLA, all bookings must be paid prior to the event taking place.

UKLA accepts payment by debit or credit card, or it can issue an invoice. Invoices must be paid within 30 days of the invoice date. Where an invoice is issued less than 30 days prior to the event, payment must be made before the event date and is made on a non-refundable basis.

All disputed items on an invoice must be raised in writing with the Secretariat within 24 hours of receipt.

We will exercise our statutory right to claim interest and compensation charges under the Late Payment of Commercial Debts [Interest] Act 1998 (as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002) if payment is not received in accordance with our agreed terms of payment.

**Cancellations and Substitutions**

Should you choose to withdraw a delegate or attendee from an event you will be offered a free substitution for another delegate to take their place. Only in exceptional circumstances will a credit be issued towards a place at a future event.

All booking cancellation and transfer requests must be made in writing.

Transfers of annual dinner tickets can only be made by the person who originally booked the event, and the Secretariat should be notified at least 24 hours prior to the event start time of any substitutions.

Administration fees for cancellations, substitutions and transfers are as follows and subject to vat:

| <b>Event</b>    | <b>Less than 30 days</b> | <b>Less than 60 days</b> | <b>Less than 90 days</b> | <b>Less than 120 days</b> | <b>120 days or more</b> |
|-----------------|--------------------------|--------------------------|--------------------------|---------------------------|-------------------------|
| Training Course | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |
| Seminar         | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |
| RAF Lunch       | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |
| Golf Day        | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |
| Northern Lunch  | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |
| Annual Dinner   | 100%                     | 75%                      | 50%                      | 25%                       | 10%                     |

#### **Cancellation/Postponement of an Event by UKLA**

In the event of cancellation of an event by UKLA, we will use reasonable endeavours to contact you using the contact details provided at the time of booking. We will also give notice of any cancellation through our website – you should check this regularly prior to the relevant event for up-to-date information.

UKLA will not be liable for reimbursing fees if attendees are not able to attend an event due to circumstances out of UKLA's control, including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays, terrorism, or any other Force Majeure or Act of God.

It may be necessary for reasons beyond our control to alter the venue or the date of the event. We will give you as much notice as we can and your booking will be transferred to the new venue or date. In this instance, no refunds will be possible and our terms and conditions will apply to any replacement event.

In the event that a replacement event is:

- not confirmed within 90 days of the date of cancellation;
- scheduled to take place in a location which is not within a reasonable distance of the location of the cancelled or postponed event,

we will refund you the amount of the booking fee that you have paid. You acknowledge that such refund shall constitute your sole remedy, and our only liability to you, in such circumstances.

UKLA will not be liable for reimbursing travelling, accommodation, or any other expenses incurred as a result of any cancellation or postponement of the event by ourselves.

### **Attendance at an Event**

Whilst attending the event, you will comply with:

- all applicable law, including, but not limited to, all health and safety legislation and requirements and;
- all instructions given by us or on our behalf, including, but not limited to, in relation to any security arrangements.

### **Safety and security**

You are responsible for ensuring your own safety and security whilst attending the event.

### **Filming and Photography**

We may, at our discretion, choose to photograph, film, broadcast or record the event. You grant us an irrevocable licence to use and sub-license the use of your name, voice, likeness, image and any contribution made by you at or to the event in any and all media (whether now known or hereinafter invented) as part of UKLA communications.

### **Liability**

The views expressed by any speakers at an event are their own. We shall not be liable for the views, acts or omissions of any such speaker or any other attendee at the event. Any information given or distributed as part of the event shall not constitute advice and should not be relied upon.

### **Applicable Law and Jurisdiction**

These terms and conditions, their subject matter and their formation, are governed by English law.

The courts of England and Wales shall have exclusive jurisdiction to settle any disputes arising in connection with these terms and conditions (including any non-contractual terms).