



United Kingdom Lubricants Association
Event, Seminars, Training courses and Workshops Terms and Conditions

Bookings

Bookings can be made by post, email or online and are regarded as confirmed bookings when made. An online booking form can be accessed at www.ukla.org.uk/events.

Telephone bookings should be confirmed in writing within 10 days.

All bookings will only be regarded as provisional until we have received payment in full. Where discount is given for early bird booking the booking must be paid for in full within the early bird window.

Cancellations

Written notification of cancellation of the event/course booking within 0 – 30 days (inclusive) of the course date, or failure to attend a course or event without prior written notification, will be subject to the scale of charges shown in the Transfer and Cancellation table below. The full course fee is due 30 days prior to the course date:

1. For training courses, the start date is the date the course begins
2. For events and seminars, it is the day of the course

Courses booked inside 30 days must be paid immediately.

Substitutions

Clients may substitute the original delegate with another person at no extra charge. Written notification is required to substitute a delegate.

Transfers

Transfers will only be accepted at the discretion of UKLA. For transfer requests please contact the Secretariat on 01442 875922.

Cancellation Charges

No of days notice % event or course fee payable

31 + days	No charge
15-30 days	100% of fee due
1-14 days	100% of fee due

(The original course fee is the amount that has been invoiced, i.e. this may show a discount if the attendee has booked an early bird rate).

All late bookings, first confirmed within 30 days of the course date, will be subject to normal cancellation and transfer terms and conditions. Entry to the course will be denied if payment has not been received or prior written agreement has not been given.



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Payment

All event and course fees must be paid in full no later than 30 days prior to the start of the course or immediately for late bookings.

Settlement of the invoice is only deemed to have happened when the full amount has been paid and cleared. The United Kingdom Lubricants Association reserves the right to levy interest or administration charges in the event of payments being made by instalments. This should be agreed in writing in advance; default on a payment due will result in the full balance becoming payable and possible removal from the course.

Accommodation and transport

Where a course is defined as residential (for example the Executive Briefing), this will include accommodation from the evening of the first day of the course to the final afternoon of the course (unless otherwise stated on the booking confirmation), on a single occupancy basis.

Extended accommodation arrangements should be arranged directly with the hotel and are chargeable to the individual delegate and/or their organisation.

Cancellation of course

The United Kingdom Lubricants Association reserves the right to amend or cancel any event, course, course times, dates or published prices.

Changes to event or course prices, times and dates will be advised before the event or course start date and any event or course already paid in full will not be subject to the increased price.

As a course may be cancelled up to two weeks prior to its start date, we recommend that delegates do not make travel arrangements before this time. Any travel costs incurred are entirely the delegate's responsibility. UKLA does not accept any liability for reimbursement of travel costs.

Intellectual property

Intellectual Property rights are reserved on all material provided by UKLA either by the relevant speakers or by UKLA itself. Course materials cannot be sold, resold, lent, copied, hired or otherwise distributed either in hard or electronic copy without the express permission of UKLA and the relevant speaker unless specifically agreed otherwise in writing.

Data Protection

The United Kingdom Lubricants Association does not sell, trade or rent your personal information to others. However, UKLA may contact you with useful and interesting additional information regarding our products and services.

Please see our Privacy Policy for further information on how we may use your data.



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Special Requirements

Special requirements and dietary needs can be met and arrangements for personal, religious worship or for disabled delegates easily made. Simply state your requirements at the time of booking and we will endeavour to make all the necessary preparations prior to your arrival. Please note that there may be an additional charge for some special diets.

Other terms

The United Kingdom Lubricants Association reserves the right to remove any delegate from their event or course should their behaviour be deemed to be inappropriate. This would result in no refund of course fees or other costs being paid.

Reasonable Adjustments

UKLA are committed to making reasonable adjustments to ensure the active and fair participation of all delegates with its products and services.

General Terms and Conditions

Liability and indemnity

Except as expressly provided for in these Terms and Conditions we shall not in any circumstances be responsible for indirect damages or loss of any kind, including loss of profit, business or revenue, arising out of or in any way connected with the performance or failure to perform these Terms and Conditions, breach of any express or implied term or warranty, or where the performance of any of our obligations to you is prevented, frustrated or impeded by any circumstance or cause beyond our reasonable control, including without limitation fire, flood, lightning, civil commotion, malicious damage, compliance with any law or governmental order, accident to or breakdown of plant, machinery, utilities, computer servers, telecommunications networks or default of suppliers or subcontractors.

We do not seek to exclude or limit our liability for death or personal injury arising from our own negligence or for any fraudulent misrepresentation. Subject to this, our liability to you under these Terms and Conditions howsoever caused shall be restricted to the replacement of the item(s) or a full refund of the price as outlined above; our liability to you shall not exceed the total price charged for the items purchased.

Severability

If any part of these Terms and Conditions is found to be unenforceable as a matter of law, the enforceability of any other part of these terms and conditions will not be affected.

We reserve the right at any time to make changes to Terms and Conditions and you shall be subject to the terms and conditions in force at the time you order any items from us.



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Statutory Rights

These terms and conditions are in addition to your statutory rights as a consumer, which remain unaffected.

Applicable Law

Contracts formed between United Kingdom Lubricants Association and you shall be governed in all respects by English law and you hereby submit to the non-exclusive jurisdiction of the English courts.

Registered Office

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Registered in England and Wales