



## Surveyor Live – Delegate Event Terms & Conditions

Effective date: January 2026

### Organiser: Surveyor Live

Surveyor Live is a trading name of Skyline Surveyors Ltd (Company No. 10502484), registered in England and Wales.

These Delegate Event Terms & Conditions apply to all in-person and virtual Surveyor Live events, including conferences, regional meetings, training courses, webinars, round tables and similar professional events (each an "Event").

Please read these Terms carefully before booking. By booking or attending an Event, you agree to be bound by them.

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### 1. Definitions

- "We", "us", "our" means Surveyor Live and its promoters including Skyline Surveyors Ltd
- "You", "delegate" means the individual or organisation booking or attending an Event.
- "Website" means [www.surveyorlive.co.uk](http://www.surveyorlive.co.uk).

Words in the singular include the plural and vice versa. Headings are for convenience only and do not affect interpretation.

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### 2. Booking & Contract Formation

2.1 To request a place at an Event, you must submit a completed booking form to [admin@surveyorlive.co.uk](mailto:admin@surveyorlive.co.uk) or complete a relevant online form.

2.2 Your booking is not confirmed until we send you a written booking confirmation by email ("Booking Confirmation").

2.3 A legally binding contract is formed only when the Booking Confirmation is issued.

2.4 Places are allocated on a first-come, first-served basis and are subject to availability.

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### 3. Event Fees & Payment

3.1 Event fees are as stated in our promotional materials or on the Website and are exclusive of VAT, unless stated otherwise.

3.2 Prices may change at any time, but price changes will not affect bookings already confirmed, except in the case of obvious error.

3.3 Payment must be made in accordance with the payment terms provided with your invoice or booking confirmation.

3.4 Invoices are payable within 30 days of invoice date or prior to the Event start date (whichever is sooner).

3.5 We reserve the right to charge interest on overdue payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

3.6 Bookings made within 14 days of the Event date are non-refundable and must be paid in full at the time of booking.

3.7 We reserve the right to refuse entry to an Event or suspend access to virtual Events where payment has not been received in full by the Event start date.

3.8 Where an Event is booked by an organisation, that organisation shall be jointly and severally liable for all fees, regardless of whether the delegate attends.

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### 4. Discounts, Offers & Promotional Codes

4.1 From time to time, we may offer discounts or promotional pricing. Additional terms may apply and will be provided at the time of booking.

4.2 Discounts and promotional pricing are not applied retrospectively unless expressly agreed.

4.3 Promotional codes:

- May only be used by the intended recipient;
- Are limited to one per booking;
- Cannot be combined with other offers unless expressly permitted;



- Must be applied at the time of booking.

4.4 We reserve the right to cancel bookings made using promotional codes incorrectly or without authorisation.

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## 5. Joining Instructions

5.1 Joining instructions (including venue details, timings and access information) will be sent by email no later than two weeks before the Event.

5.2 If you have not received joining instructions one week before the Event, please contact [admin@surveyorlive.co.uk](mailto:admin@surveyorlive.co.uk).

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## 6. Event Programme & Changes

6.1 We reserve the right to make reasonable changes to the Event programme, including speakers, timings or content, where necessary.

6.2 Such changes do not entitle you to a refund, provided the overall nature and value of the Event is not materially altered.

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## 7. Venue, Format & Accessibility

7.1 Events may be delivered in person, virtually, or in a hybrid format.

7.2 We may change the venue or format of an Event where reasonably necessary due to circumstances beyond our control. If such a change causes a material disadvantage, you may contact us to discuss available options.

7.3 You are responsible for your own travel and accommodation arrangements.

7.4 You must comply with all venue rules, safety procedures and reasonable instructions while attending an Event.

7.5 Please notify us at the time of booking of any accessibility needs, medical conditions or dietary requirements.

7.6 Attendance at Events is at your own risk. You are responsible for ensuring you are medically and physically fit to attend.

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## 8. Continuing Professional Development (CPD)

8.1 Most Events qualify for CPD hours.

8.2 CPD certificates are available on request after the Event by emailing [admin@surveyorlive.co.uk](mailto:admin@surveyorlive.co.uk).

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## 9. Cancellation, Refunds & Substitutions

Delegate cancellations

9.1 All cancellations must be made in writing to [admin@surveyorlive.co.uk](mailto:admin@surveyorlive.co.uk).

9.2 Cancellation charges apply as follows:

- 12–8 weeks before the Event: 25% of the Event fee payable
- 8–4 weeks before the Event: 50% payable
- 4–2 weeks before the Event: 75% payable
- Less than 2 weeks before the Event: 100% payable

All time periods refer to calendar weeks prior to the Event start date.

9.3 Bookings made within 14 days of the Event are subject to the above charges immediately.

Substitutions

9.4 You may nominate a substitute delegate at no extra charge, provided we receive written notice of their details at least 5 working days before the Event.

9.5 Any difference in applicable fees (e.g. member vs non-member rate) must be paid before the Event.

9.6 Failure to attend an Event without prior written cancellation ("no-show") shall be treated as a cancellation with no refund.

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## 10. Event Cancellation by Us

10.1 We reserve the right to cancel or reschedule an Event due to circumstances beyond our reasonable control, including low attendance, speaker unavailability or force majeure events.

10.2 In such cases, you will be offered a full refund, a credit note, or a transfer to an alternative Event of equivalent value.

10.3 We are not responsible for any additional costs incurred by you, including travel or accommodation expenses.

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## 11. Event Materials & Intellectual Property

11.1 All Event materials remain the intellectual property of Surveyor Live or the relevant speaker.

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11.2 Materials are provided for personal, non-commercial use only and may not be copied, shared or reproduced without prior written consent.

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## **12. Liability**

12.1 You are responsible for your personal belongings while attending an Event.

12.2 Our total liability to you for any claim arising out of an Event shall not exceed the total fees paid by you for that Event. We shall not be liable for any indirect, consequential or economic loss, including loss of profit, loss of business or loss of opportunity.

12.3 Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded.

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## **13. Force Majeure**

13.1 We shall not be liable for any failure or delay in performance caused by events beyond our reasonable control, including but not limited to natural disasters, industrial action, acts of terrorism, government restrictions or failures of utilities or transport, including epidemics, pandemics, public health emergencies, or government guidance or restrictions.

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## **14. Photography, Video & Media**

14.1 Events may be photographed or recorded for marketing and promotional purposes.

14.2 By attending an Event, you consent to photography, filming and recording unless you notify us in writing in advance.

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## **15. Data Protection & Privacy**

15.1 We process personal data in accordance with UK data protection legislation. Processing is carried out on the basis of contract performance, legitimate interests, and compliance with legal obligations.

15.2 Delegate contact details may be shared with Event sponsors or partners only where appropriate and relevant, and you may opt out of such sharing at any time.

15.3 Full details are set out in our Privacy Policy.

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## **16. Changes to These Terms**

We may update these Terms from time to time. The version in force at the time of booking will apply unless changes are required by law.

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## **17. Governing Law**

These Terms are governed by the laws of England and Wales, and any disputes shall be subject to the non-exclusive jurisdiction of the English courts.

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Contact: [admin@surveyorlive.co.uk](mailto:admin@surveyorlive.co.uk)

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