AEO Purchase Policy

Our goal at Association of Event Organisers Ltd, a company registered in England and Wales under company number 1646966 with registered office at 119 High Street, Berkhamsted, Herts, HP4 2DJ ("we", "us", "our") is to make your purchasing experience easy, efficient and equitable, so we can get you on your way to our live events as quickly as possible. This Purchase Policy is designed to ensure your satisfaction and understanding of the purchase process on our event websites:

- aeoforums.org.uk
- aeopeoplesawards.org.uk
- aeoawards.org
- aeoconference.org.uk

1. **General**

1.1 We sell tickets and associated products and/or services to businesses, and not consumers, to attend our events.

1.2 For some events, tickets may be sold as part of a "Package" (where a ticket for an event is sold together with other valuable benefits such as accommodation, transport or dining).

1.3 In this Purchase Policy, we refer to any products and/or services offered for sale by as "Items".

1.4 To purchase Item(s) from us, if paying by credit or with debit card, you must be 18 or over and have a valid credit/debit card issued in your or your Company's name. If using a company card you must have the full permission of your company to use it to make this purchase.

2. **Contract**

2.1 Any purchase of an Item from us is subject to: (i) this Purchase Policy; (ii) any special terms and conditions which may be displayed on our website; and (iii) the terms and conditions of the Venue, which can be found on their respective websites.

2.2 Your contract for purchase of an Item starts once we have confirmed your purchase and ends immediately after the completion of the event for which you have purchased the Item. All purchases are subject to payment card verification and other security checks and your transaction may be cancelled if it has not passed our verification process.

2.3 You agree not to obtain or attempt to obtain any Items through unauthorised use of any robot, spider or other automated device or any other illegal or unauthorised activity. We reserve the right to cancel any transaction which we reasonably suspect to have been made in breach of these provisions without any notice to you and any and all Items purchased as part of such transaction will be void.

2.4 We reserve the right to cancel bookings which we reasonably suspect to have been made fraudulently.

3. **Prices and fees**

3.1 Whilst we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of any Item you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect price, you will receive a full refund from us.

4. **Cancellations and substitutions**

4.1 If you have purchased a ticket or a Package, you are not entitled to cancel your purchase. Please note no refunds are available for table and group bookings or individual places. With a paid for, (rather than a rebate) ticket, should individual guests in your group be unable to attend, we would welcome a substitute guest attending in their place. Similarly, substitutions can be made for individual paid for (rather than a rebate) ticket, at no extra charge. Please notify us by email at info@aeo.org.uk of both the registered guest and the replacement guest.

4.2 We shall not be liable to you for travel, accommodation or other costs if we are required to cancel the Event as a result of an event outside our control (including, without limitation, to acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, any strike action, lock-outs or other industrial action and a pandemic, epidemic or other widespread illness).

5. **Delivery**

5.1 We aim to dispatch tickets as soon as possible, in most cases by issuing an eTicket which can be printed before an event (or on arrival). In other instances, we issue a hard copy ticket, and are not able to specify the exact dates of dispatch, as the arrangements for dispatch depend on when we are in possession of the ticket stock used for a particular event

5.2 Please allow as much time as possible for your tickets to arrive. If your tickets have not arrived five days before the event (or, if you are travelling, five days before you leave on your journey), please contact us. Please include your reference number and the name and postcode the booking is made under.

5.3 If paying by credit or debit card we post tickets to the billing address of the card, unless a different address is stipulated by the purchaser. If the address in your booking does not correspond to that held by your card company, this may invalidate your payment and your tickets may be cancelled.

5.4 We reserve the right to make tickets available for collection by you at the venue. We will notify you by telephone or email of the arrangements for collection (using the details provided by you at the time of ordering) if this becomes necessary. You may be required to provide your booking confirmation email and your photo ID to collect tickets.

5.5 If you have any queries or complaints regarding the delivery and the quality of the items products and/or services, please contact us directly. For contact details, please refer to the booking confirmation email.

6. **Tickets**

6.1 Any ticket you purchase from us remains the property of Association of Event Organisers Ltd and is a personal revocable licence which may be withdrawn and admission refused at any time. If this

occurs, you will be refunded the sale price of the ticket which has been withdrawn or for which access was refused.

6.2 We are unable to issue replacement tickets for any lost, stolen, damaged or destroyed tickets. For example for non-seated events, allowing a possibility of both the original and replacement tickets being used, may compromise the licensed capacity of the venue.

6.3 When you receive your tickets, please keep them in a safe place. We will not be responsible for any tickets that are lost or stolen. Please note that direct sunlight or heat can sometimes damage tickets.

6.4 It is your responsibility to check your tickets; mistakes cannot always be rectified.

6.5 You have a right only to a seat of a value corresponding to that stated on your ticket. We or the reserve the right to provide alternative seats (whether before or during the event) to those initially allocated to you or specified on the tickets.

Restrictions

6.6 Tickets may be sold subject to certain restrictions on entry or use, such as restricted, obstructed or side view or a minimum age for entry. Any such restriction shall be displayed on our website or otherwise notified to you before or at the time you book the tickets. It is your responsibility to ensure that you read all notifications displayed on our website.

6.7 You may not resell or transfer your tickets if prohibited by law. Any resale or transfer (or attempted resale or transfer) of a ticket in breach of the applicable law is grounds for seizure or cancellation of that ticket without refund or other compensation.

6.8 A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written permission is given by us, provided that even if such consent is obtained, use of our trademarks and other intellectual property is subject to our prior consent.

7. **Event**

7.1 It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify you of the cancellation.

7.2 Please note that advertised start times of events are subject to change.

7.3 Tickets are sold subject to the Association of Event Organiser Ltd.'s right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets, unless such change is a material alteration as described in paragraph 8.4, in which case the provisions of this paragraph shall apply.

8. **Refunds**

8.1 Exceptionally, events are cancelled, rescheduled or materially altered by the team, performer or Event Partner for a variety of reasons.

8.2 **Cancellation:** If an event is cancelled (and not rescheduled), you will be offered a refund of the sale price of your ticket(s). If an event takes place over several days and one or more day(s) is/are cancelled (but not all the days constituting the event), a partial refund only may be payable corresponding to the day(s) cancelled.

8.3 **Rescheduling:** Unless indicated otherwise in relation to a particular event, if an event is rescheduled, you will be offered seats at any rescheduled event (subject to availability) of a value corresponding with your original tickets. If you are unable to attend the rescheduled event, you will be offered a refund of the sale price of your ticket(s). You must inform us within the time specified by us if you are unable to attend the rescheduled event, otherwise we may reconfirm your booking for the rescheduled date and you will not be entitled to claim a refund.

8.4 **Material alteration:** If an event is materially altered, you will be offered an option to either reconfirm your order for the altered event or to claim a refund (of the sale price of your ticket(s), within such time as specified by us. Failure to inform us of your decision may result in your order being reconfirmed for the altered event and you will not be entitled to claim a refund. A 'material alteration' is a change which, in our reasonable opinion, makes the Event materially different to the Event that purchasers of tickets, taken generally, could reasonably expect. The use of substitute speakers or presenters, and/or any changes of: (i) any supporting act; (ii) members of a band; and/or (iii) the line-up of any multi-performer event (iii) altering the content or timing shall not be a material alteration.

8.5 To claim your refund, please apply in writing to: Association of Event Organisers Ltd, 119 High Street, Berkhamsted, Herts HP4 2DJ (or to such other address as may be notified to you by us). You must enclose your unused tickets and comply with any other reasonable instructions from us. For accounting purposes your unused tickets must be received within 28 days from the date of the cancelled event.

8.6 If you have purchased from us any Item associated with an event which has been cancelled, rescheduled or materially altered (such as car parking or travel) and a refund of a ticket is due to you in accordance with this clause 8, we will also refund you the purchase price of such Item purchased from us.

8.7 We regret that, unless paragraphs 8.2, 8.3 or 8.4 apply, tickets cannot be exchanged or refunded after purchase.

9. **Liability**

9.1 Personal arrangements including travel, accommodation or hospitality relating to the Event which have been arranged by you are at your own risk. We shall not be liable to you for any loss of enjoyment or wasted expenditure.

9.2 Unless otherwise stated in this clause 9, our liability to you in connection with the event (including, but not limited to, for any cancellation, rescheduling or material change to the programme of the event) and the Item you have purchased shall be limited to the price paid by you for the Item.

9.3 We will not be liable for any loss, injury or damage to any person (including you) or property howsoever caused including by us : (a) in any circumstances where there is no breach of a legal duty of care owed by us; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from our negligence); or (c) to the extent that any increase in any loss or damage results from breach by you of any of the terms of this Purchase Policy or your negligence.

9.4 Nothing in this Purchase Policy seeks to exclude or limit our liability for death or personal injury caused by our (as relevant) negligence, fraud or other type of liability which cannot by law be excluded or limited.

10. **Admission and Attendance**

10.1 The venue reserves the right to refuse admission should patrons breach any terms and conditions. The venue may on occasions have to conduct security searches to ensure the safety of the patrons.

10.2 Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.

10.3 The unauthorised use of photographic and recording equipment is prohibited. Any photos, videos and/or recordings may be destroyed or deleted. Laser pens, mobile phones, dogs (except guide dogs) and a patron's own food and drink may also be prohibited (please check with the venue).

10.4 You and other ticket holders consent to filming and sound recording as members of the audience.

10.5 Prolonged exposure to noise may damage your hearing.

10.6 Special effects which may include, without limitation, sound, audio visual, pyrotechnic effects or lighting effects may be featured at an event.

11. **Queries and Complaints**

11.1 If you have any queries or complaints regarding your purchase, contact us, quoting your order number given to you at the conclusion of placing the order. You can also email us at info@aeo.org.uk.

11.2 If any dispute arises, we shall use our reasonable endeavours to consult or negotiate in good faith, and attempt to reach a just and equitable settlement satisfactory to you and us.

11.3 Although this does not restrict your rights to pursue court proceedings, if we are unable to settle any dispute by negotiation within 28 days, you and we may attempt to settle it by mediation. To initiate mediation a party must give written notice to the other parties to the dispute requesting mediation.

12. **Miscellaneous**

12.1 All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Association of Event Organisers Ltd are subject to the exclusive jurisdiction of the English Courts.