

TIS Events and Conferencing Terms & Conditions



Version 1: Revised 8th February 2023

1. The event

1.1

The booking form for the event and these terms together form the contract between the person or organisation named on the booking form (“you”) and the Tenants Information Service - TIS (“us”) for your attendance at the named event.

1.2

Our acceptance of your order made via the booking form will take place when we email you a booking confirmation to accept it, at which point a contract will come into existence between you and us.

1.3

The event is organised and managed by TIS, a Company Limited by Guarantee registered in Scotland under company number SC125565, and a registered charity with OSCR SC050555, whose registered office is 77 Renfrew Street, Glasgow, G2 3BZ

1.4

You can contact us by telephone at **0141 248 1242** or by email at info@tis.org.uk. If we have to contact you, we will do so by telephone or by writing to you via the contact information you provided to us on your booking form.

1.5

All applications to register for the event are subject to availability. We reserve the absolute right to refuse any application for a place at the event. Your registration is not complete until we have confirmed your place by email.

1.6

The event will be delivered on the date and at the times and location given on the event webpage at www.tis.org.uk. Food and beverages will be supplied only as specified.

2. About these terms and conditions

2.1

Making a booking request for an event constitutes your acceptance of these terms and your agreement to comply with them. Please read these terms carefully before you complete an event booking request. These terms tell you how event bookings can be made, changed and cancelled, and other important information.

2.2

Different cancellation policies may apply to different types of TIS events, which will be made available at the time of booking, so please read these terms carefully.

3. Changes to the event and TIS cancellation

3.1

TIS reserves the right to make changes or to cancel the event at any time, for reasons beyond our reasonable control. This includes, but is not limited to:

- Strikes, or industrial action;
- Riot, terrorist attack or threat of terrorist attack, war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- Impossibility of the use of public or private telecommunications networks; and
- The acts, legislation, regulations, or restrictions of any government.

3.2

While speakers and topics were confirmed at the time of publishing, circumstances beyond the control of TIS may necessitate substitutions, alterations, or cancellations of the speaker and/or topics. Any substitutions or alterations will be updated on our webpage as soon as possible.

3.3

It may be necessary for reasons beyond our control to make changes to the advertised timing and or location of the event or to cancel the event. TIS will notify delegates at its earliest convenience.

3.4

TIS will not be liable to you for travel, accommodation or other costs and expenses incurred if we are required to cancel or relocate the event for reasons beyond our reasonable control.

4. Delegate cancellation

4.1

TIS must be notified of all event cancellations, by email to info@tis.org.uk.

4.2

For in-person events: cancellation notices received 4-weeks or more prior to the date of **the event, will not be charged and will receive a full refund.**

4.3

TIS National Housing Conference: cancellation notices received **6-weeks** or more prior to the date of the event, will not be charged and will receive a full refund.

4.4

For online events: cancellation notices received **2-weeks** or more prior to the date of the event will not be charged and will receive a full refund.

4.5

Cancellations **made after** the 4-week (in-person events), 6-week (TIS National Housing Conference), or 2-week (online events), notice periods are **subject to 100% of the original booking cost.**

4.6

Cancellations **made before** the 4-week (in-person events), 6-week (TIS National Housing Conference), or 2-week (online events), notice periods have the choice of accepting a refund, a credit note, or attending an alternative event to the same cost value.

4.7

Cancellations **made after** the 4-week (in-person events), 6-week (TIS National Housing Conference), or 2-week (online events), notice periods are encouraged to find a delegate substitution. This is not transferable to other events.

4.8

No refunds will be provided on failure to attend an event and delegates will be subject to 100% payment of the original booking cost.

4.9

Only in extenuating circumstances will TIS waver the 100% booking cost. This is at the sole discretion of TIS and will be made on a case-by-case basis. Extenuating circumstances include but are not limited to: death; loss.

4.10

Examples of situations that are **not considered an extenuating circumstance** include but are not limited to: unexpected disease; illness or injury; COVID-19-related circumstances; government obligations like jury duty; and transport disruptions like road closures, as well as flight, train, bus, and ferry cancellations. If you cancel an event in these cases **after** the 4-week (in-person events), 6-week (TIS National Housing Conference), or 2-week (online events), notice periods, **100% of the original booking cost applies**.

5. Price and payment

5.1

The price of our events is available on our website at www.tis.org.uk.

5.2

TIS does not charge VAT.

5.3

Prices are liable to change at any time, but changes will not affect bookings in respect of which TIS has already sent you a Booking Confirmation, **except in cases of obvious error**.

5.4

Events that are free of charge, will be clearly stated by TIS on our website and in the booking confirmation.

5.5

Free, in-person events are limited to x3 places per organisation and are subject to availability. It is at the sole discretion of TIS to increase or decrease this limit at any time.

6. Promotions

6.1

TIS reserves the right, from time to time, to run special promotional offers on events. Special offers may include but are not limited to: price promotions. In the event of a special offer, additional terms and conditions may apply which will be made available at the time of booking.

6.2

TIS offers a 3 for 2 promotion on events to its members. To redeem the 3 for 2 promotion you must be a registered member of TIS.

6.2.1

To qualify for the 3 for 2 promotion, you must buy 2 full-price places at one event, to receive 1 place at the same event for free. The 3 for 2 promotion is not transferable to other events.

6.2.2

The 3 for 2 promotion is subject to availability.

6.2.3

The 3 for 2 promotion is at the sole discretion of TIS as to which event the promotion applies to. Events that the 3 for 2 promotion does not apply to include but is not limited to: the TIS National Housing Conference and Exhibition; and National Excellence Awards.

6.3

TIS offers a random prize draw on events to its members. A maximum of 3 housing organisations from across the TIS membership community are selected at random to receive 1 free place, per organisation, at the named event. It is at the sole discretion of TIS to increase or decrease this limit at any time.

6.3.1

Members are entered automatically into the random prize draw. To qualify, you must be a registered member of TIS.

6.3.2

The random prize draw is at the sole discretion of TIS as to which event the promotion applies to.

6.3.3

Organisations who are selected but can't attend the event that the random prize draw applies to, cannot transfer their place to another event. In this circumstance, organisations will be entered back into the random prize draw.

6.3.4

Organisations who are selected via the prize draw and attend the event, will not be entered into a future random prize draw, until the following year of events to allow other member organisations to benefit from the promotion.

7. Your responsibilities

7.1

Event attendees are required to keep their personal belongings with them at all times and TIS

accepts no responsibility for damage to, loss of, or theft of personal belongings. This applies on our premises or at external venues.

7.2

You must tell us at your earliest convenience about any changes to the information which you provide on booking. It is your responsibility to ensure that the information you provide to us during the booking process is complete and accurate.

7.3

Please let us know about any specific dietary or accessibility requirements at time of booking and no later than two working weeks from the event date. We will do our very best to accommodate requirements but cannot guarantee that we will be able to meet all requests.

7.4

Please behave appropriately at the event and follow the instructions of the TIS staff team. We reserve the right to exclude anyone who behaves rudely, dangerously, or inappropriately, and refuse entry into future events at TIS's absolute discretion.

8. Use of information

8.1

Your personal details and feedback will be used to administer and evaluate the event and will only be shared for all necessary purposes including but not limited to:

- Registration, delegate badges and catering;
- To contact you about the event;
- To provide delegate lists in hard copy and electronic form to other attendees at the event including, but not limited to: delegates and speakers;
- To share your details with any other organisation involved in co-running the event;
- To contact you in the future about events that may be of interest to you.

8.1.1

We will always treat your personal information with the utmost respect and never share it with other organisations that are irrelevant to the event organisation unless consent is given.

8.2

TIS often takes photographs and recordings at events for marketing purposes including, but not limited to: social media, printed publications, our website. By attending an event, you are giving TIS permission to use images in which you may be present. If you don't wish to be photographed or recorded, please notify our staff at your earliest convenience.

8.3

Where you are attending an online event, TIS may record that event and publish that event on our website for other users to watch. You will be informed prior to participating that you are being recorded. If you don't wish to be recorded, please notify our staff at your earliest convenience.

Thank you for taking the time to read through the TIS Events and Conferencing T&Cs.

If you have any comments or suggestions, you can contact us by telephone at **0141 248 1242** or by email at info@tis.org.uk.

Tenants Information Service (TIS)

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