



TERMS AND CONDITIONS

1. **Event registration:** To participate in the event, attendees must complete the registration process. This process involves providing the required personal and payment information. It is the responsibility of the attendee to ensure that the information provided is accurate and up to date. Attendees are also required to agree to the terms and conditions outlined in these guidelines upon registering for the event. The Meetings Industry Association reserves the right to refuse registration to anyone for any reason. In the event of a denied registration, the fee paid will be refunded in full.
2. **Photography at events and marketing materials:** The Meetings Industry Association imposes certain restrictions to comply with global data privacy laws on the use of multimedia at its events (e.g. photography, video, audio, online streaming, etc.). Attendees are allowed to take personal, non-commercial photographs using hand-held cameras or smartphones, but not if it's disruptive. Photos cannot be published, sold, reproduced, transmitted, distributed, or used for commercial purposes. The Meetings Industry Association may hire professionals to document and display the event, and may also use social media (e.g. Twitter, LinkedIn) to post real-time photos and videos and display select submissions from social media feeds on monitors at the venue. Attendees and sponsors are encouraged to capture and post their event experiences on social media as long as it doesn't infringe on anyone's rights. Obtaining any necessary releases or permissions is the responsibility of the attendee. By attending the event, you acknowledge and agree that The Meetings Industry Association may use footage it captures for marketing and promotional purposes and any other lawful business purposes, and that it isn't liable for your image being captured by other attendees.
3. **Ticket purchase and cancellations:** If written notice of cancellation is received seven days prior to the event, a full refund will be made. Within seven days of the event no refund will be made (except for Agent Days, Agent Dinners, and the mialist of which the notification period is 14 days). No refund can be made if no notice of cancellation is received. The event may also be cancelled by the organizers, in which case a full refund will be issued unless a mutually convenient transfer can be arranged.

4. Special needs: We aim to provide fully accessible events to all attendees. If you have special needs or a food allergy, please inform us in writing when registering to attend the event. We will then inform the venue and may contact you to discuss further.
5. Code of conduct: Our events are dedicated to creating a safe and respectful environment for all attendees, regardless of their gender, age, sexual orientation, ability, appearance, race, ethnicity, religion, or technology preferences. Any form of harassment will not be tolerated. Inappropriate use of sexual language or imagery is prohibited at the conference and its related activities. Those who violate these guidelines may face consequences such as expulsion from the conference without a refund, as determined by the event organizers.
6. Liability: The Meetings Industry Association (mia) shall not be liable for any loss, damage or injury sustained by any attendee at the event, except in the case of death or personal injury caused by mia's negligence. mia does not accept responsibility for the loss or damage of attendees' personal property. Attendees are advised to take out their own insurance to cover any such loss or damage. mia shall not be liable for any changes made to the event program or the venue. mia shall not be liable for any cancellations, postponements or alterations to the event that may be caused by events outside its control, including but not limited to, acts of nature, war, civil disturbance, fire, flood, epidemic, industrial disputes, extreme weather conditions or other events beyond mia's control. In accordance with UK law, mia's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise arising in connection with the event shall be limited to the cost of the attendee's ticket.
7. Disclaimers: The Meetings Industry Association (mia) provides information about its events and services for informational purposes only. The information is believed to be accurate and current at the time it is posted, but mia does not guarantee its accuracy or completeness and does not assume any responsibility for errors or omissions. mia reserves the right to change, modify, or update this information at any time without prior notice. Attendees should verify all information before relying on it and use it at their own risk. mia shall not be liable for any damages arising from use of the information or reliance on it. Use of the mia website and/or attendance at its events is subject to this Disclaimer and all other applicable terms and conditions.
8. Data protection: The Meetings Industry Association (mia) is committed to protecting the privacy of personal data. Any personal data collected from attendees, such as name, address, contact information, and payment details, will be used for the purpose of registering attendees for the event and for any other purposes specified at the time of collection. mia may also use the data for its own marketing and promotional activities. Attendees have the right to request access to, and correction of, their personal data. By providing personal data, attendees consent to mia using their data as set out in this policy. mia will take reasonable steps to ensure the security of attendees' personal data and to protect it from unauthorized access, alteration, or destruction. However, mia cannot guarantee the complete security of attendees'

personal data. Attendees acknowledge that they use the event and mia's services at their own risk.

9. Governing law: These terms and conditions and any disputes arising in connection with the event shall be governed by and construed in accordance with the laws of England and Wales. Attendees agree to submit to the exclusive jurisdiction of the courts of England and Wales.
10. Changes to terms and conditions: The Meetings Industry Association reserves the right to make changes to these terms and conditions at any time. Any changes will be posted on the event website and will take effect immediately. Attendees should regularly check the event website for any updates to these terms and conditions. Continued attendance at the event after any changes have been posted will be deemed acceptance of the new terms and conditions.
11. Contact information: If you have any questions regarding these terms and conditions or the event, please contact us at events@mia-uk.org. We will make every effort to respond to your inquiry as soon as possible.

