

EU BUYER – Terms and Conditions

As a Buyer delegate your place is provided on a complimentary basis. Our standard package includes:

- Flights (if required) to and from the resort airport
- Resort transfers from the airport to the hotel and hotel to the airport
- 2 or 3 nights' accommodation for the forum dates (depending on forum)
- All forum meals, beverages, and refreshments served during the main functions at the forum
- Your business meetings and networking function itinerary at the forum.

Buyer delegate obligations

1. Buyer delegates must be executives who have decision making authority on their companies supply chain requirements/management.
2. Once you have confirmed your booking, your company will be included in all of our forum literature and the 'Buyers Lists' that are circulated to the suppliers. It will be made known to suppliers that are booked on to attend or any new prospective suppliers that you have confirmed your attendance at the forum.
3. On the basis that suppliers are expecting to meet/see you at the forum, if you cancel your place outside of 8 weeks before the forum, then there is no cancellation/penalty fee.
4. However, from 8 weeks up to 14 working days before the forum, if you cancel your place, there will be a fee of £2,000. This will cover the cost of any flights/travel arrangements we may have made on your behalf, plus hotel, food & beverages, forum and administration costs.
5. 14 working days before the forum, we start our process to set all the appointments/meetings between the attending Buyer and Supplier delegates. This is a very important time-consuming and detailed process, and should you cancel your place within this 14-day period then the cancellation fee will be £3,000.
6. Buyer delegates agree to attend the full duration of the forum and to participate and be present at all of the business, networking and social functions at the forum. If you do not show on the day/days of the forum or do not send a replacement delegate, then the fee will be £3,500.
7. Please note, we will accept replacement delegates providing they have a purchasing/procurement remit for your company. Please also note, once you have booked your place you are committing your company to send a delegate.
8. If you change your delegate and we have already booked your flight, then you must pay the cost of the airline to change the name or re-book the flight.
9. Buyer delegates also agree to be present for all scheduled appointments and to be on time as per the forum format/time schedule.
10. As a Buyer delegate you will host your own meeting desk in the main forum business area. Your meetings with Suppliers will be held at your desk and you must agree to be at your desk at the times specified in your forum business schedule.
11. Buyer delegates agree to provide us with a detailed company profile that will be printed in the official forum booklet and literature.

Cancellation policy

Buyer delegates understand and agree that if they do not attend or send a replacement delegate that DP Events Management Ltd will be left with direct costs and that a cancellation fee must be paid by the Buyer delegate/their company to cover these costs.

Cancellations made outside of 8 weeks before the forum will not incur cancellation/penalty fee. Within 8 weeks before the forum, then the following cancellation/penalty fees apply as per the below:

- Between 8 weeks and 14 working days of the forum date, the sum of £2,000.00 will be paid to DP Events Management Ltd
- Within 14 working days of the forum date, the sum of £3,000.00 will be paid to DP Events Management Ltd
- If a Buyer delegate does not turn up at the forum and does not provide us with written notice, they will not attend then £3,500.00 will be paid to DP Events Management Ltd.
- If a name change is made within 8 to 2 weeks of the forum date DP Events Management Ltd can incorporate the changes within the forum's official literature. However, within 2 weeks of the forum date, we cannot ensure the literature can be updated to suit the new changes.
- The costs of cancelled flights and transfers will be added to the above cancellation fees. All fees are plus the relevant taxes.

The cancellation costs shown are accurate estimates of the losses DP Events Management Ltd will suffer when a delegate cancels and no substitute replacement delegate is offered. This includes flight/hotel costs, conference costs, print & administration costs, plus the cost involved of us securing a replacement delegate from another company.

Our cancellation policy and the penalty fees stated will not be affected by any circumstances of cancellation including where health, personal reasons or business arrangements may be involved, the delegate's company must send a suitable delegate to replace the delegate that cannot attend or must be bound by the terms of this document.

Any delegate failing to arrive on time for the pre-booked meetings will be liable to make extra time available during the forum to meet with the companies they were scheduled to meet.

Airport Transfers

Buyer delegates are responsible for making their own travel arrangement to their home countries airport. DP Events Management Ltd will provide transfers from the resort airport to the hotel and back to the airport after the forum has finished. Any Buyer delegate who does not want to travel on the transport provided by DP Events Management Ltd can arrange and pay for their own transfers. If Buyer delegates wish to use the transfers provided by DP Events Management Ltd they must adhere strictly to the timescales set for their transfers. If a Buyer delegate misses the times, then they will be responsible for arranging their own transfers and paying for it.

Flights

Flights are arranged and financed by DP Events Management Ltd for Buyer delegates who attend the forum. DP Events Management Ltd will do our utmost to ensure the flight to the forum destination is arranged from the Buyer delegates preferred airport. However, we cannot be held responsible if flights are cancelled or delayed or the flight times are not suitable and a flight from an alternative airport has to be arranged. If for any reason a flight request that falls outside of our budgeted costs is required or is requested by the Buyer, then DP Events Management Ltd reserves the right to charge the Buyer delegate the difference in cost. All flights will be booked with group or budget airlines at standard class category. Once a flight is booked, the Buyer delegate agrees to fully comply to the airport and required flight operators' terms and conditions and will arrive at the airport at the specific check in and booking times for the flight. If there are any additional weight / baggage requirements, the Buyer delegate must pay for the extra costs directly at the time of check in. These are in addition to the standard baggage allowance booked by DP Events Management Ltd for the Buyer to use. If a Buyer fails to board the flight, they will be responsible for arranging and paying for in full the next available flight to the forum destination. They must also inform DP Events Management Ltd by phone/text/email of their delay and new travel arrangement. If a Buyer delegate changes the name of a delegate and the flight ticket needs changing, DP Events Management Ltd reserves the right to pass on any charges made by the airline. All Buyer delegates must ensure their passports meet the required regulations and dates to travel. If a Buyer delegate cancels their attendance because their passport does not meet the current requirements or regulations, then our cancellation terms and costs will apply. All Buyer delegates must provide their passport details to DP Events Management Ltd when they confirm their attendance so flights can be reserved or booked.

Insurance

It is the responsibility of the delegate/ delegates company to arrange and pay for their own insurance cover/ travel insurance/ medical insurance.

Hotel/Accommodation/Food and Beverages

Delegates will be provided with a hotel bedroom including breakfast at the forum venue. Rooms are allocated by the hotel to delegates and all delegates are responsible to accept and agree to the hotel's terms and conditions during their stay. If any delegate wants to upgrade their room at the hotel, order anything via room service, the mini bar, the spa, or any other service or extra that is outside of the standard DP Events Management Ltd delegate package, then these costs must be settled and paid directly by the delegate with the venue/service provider. Delegates must arrive at the forum venue at the time DP Events Management Ltd states in their literature. Delegates will be provided with 2 business lunches and 3 dinner functions during the period of the forum. Drinks, refreshments, and snacks will be served during business sessions and alcoholic drinks consisting of wine and beer will be served during dinner. At our pre-dinner drinks and dinner functions, we include bottled beer, wine and water as standard. This is limited to 30 minutes at our pre-dinner drinks function, and we also include ½ a bottle of house wine per person as standard at our dinner functions. Delegates can purchase their own additional drinks from the venue's bar at any time during our functions at their own expense. Any items or services that a delegate may want to purchase or consume that are not with the standard delegate package will be charged directly by the hotel/venue to the delegate.

Forum business sessions/networking/social sessions

You must attend all business, networking, and social sessions for the full duration of the forum. You must not cancel or change any appointments DP Events Management Ltd have arranged for you.

All delegates will be provided with a business schedule that will run for the complete duration of the forum and this includes a series of appointments between Buyer and Supplier delegates plus networking sessions and social functions.

All Buyer delegates will be located at their own meeting desk located in the main business section of the forum. All Buyer/Supplier meetings/appointments will be held at the Buyer's meeting desk. All delegate appointment schedules are made up as follows: -

- Around 1 week from the forum date, a list of the attending Suppliers will be sent to each Buyer. A list of all attending Buyers will be sent to all Suppliers. Buyers are asked to select which Suppliers they would like to meet with and confirm their list to us. Suppliers are asked to select what Buyers they would like to meet with and from these requests DP Events Management Ltd arranges and confirms the appointment schedules for each delegate. These schedules are confirmed to each delegate before the forum date.
- Appointment schedules are made up of requests we receive from Buyer and Supplier delegates and any meetings DP Events Management Ltd have set between two delegates.
- Delegates are not guaranteed to have meetings arranged from the selections they confirm, although DP Events Management Ltd will do their best to ensure meetings requested are set.
- If a requested meeting is not made, delegates will have ample opportunity during the forum to meet with any other delegates during the business, networking and social functions and if requested, DP Events Management Ltd are more than happy to assist in setting up any introductory meetings between delegates.
- At the forum, all delegates work strictly to their listed business schedule.

Company profiles

Delegates must provide DP Events Management Ltd with a profile summary of their business/company and its purchasing activities. This will form a company profile page that is printed in our forum literature and booklet.

If a delegate does not send their profile to us within 21 days of the forum date, we reserve the right to produce a profile page based upon the information shown on their company website. We will use your company logo from your website/ email signature. We will use a picture photograph of the attending delegate (if the delegates picture is in the public domain). If no photograph is provided an avatar/silhouette will be used on your profile page. DP Events Management Ltd will accept no responsibility whatsoever for any errors in text, grammar, terminology, or interpretation.

Dress code

All delegates must agree to attend all functions in the correct attire as followed: -

- Business sessions: Business attire
- Social/dinner functions: Smart/casual (unless otherwise specified)

Behaviour at the forum

All delegates must agree to act professionally and responsibly during the duration of the forum.

Consumption of alcohol

DP Events Management Ltd will not be held responsible for any incidents that may arise as a result of the consumption of excessive amounts of alcohol or drugs.

GDPR

A large part of how our forum process works for attending delegates is to market their attendance to all the attending delegates and prospective delegates we want to attend. All delegates agree that we can use their company name and delegates title in our marketing materials prior, during and post forum. All delegates also agree that we may use their contact details as per the Supplier booking form as part of their company profile in the forum booklet.

Consent for Photography/Videography

By attending the forum, all delegates consent to filming, sound recording and photography at the forum, which may include, without limitation, filming, sound recording and photography featuring your image (the 'Content'). You acknowledge and agree that DP Business Events is the sole and exclusive owner of all rights in Content and hereby waive any and all: (a) rights in and to such Content and (b) claims that you may have related to or arising from the Content and/or its use. Without limitation, DP Business Events shall be permitted to use the content anywhere in the world for promotional and other purposes without any payment or compensation.

Other

DP Events Management Ltd will not accept any responsibility for loss of time, money or inconvenience caused as a result of the forum being cancelled due to reasons beyond DP Events Management Ltd control. If the date is changed by DP Events Management Ltd, the delegate/company will be asked to reconfirm their attendance at the new date.

DP Events Management Ltd will not be held responsible for any injury or accident sustained by any delegate during the period of the forum. In particular, any participation by a delegate in any sporting / leisure activities or pursuits is undertaken at the total wish & risk of the delegate.

DP Events Management Ltd will not be held responsible for health or well-being of any delegate who attend their forums.

DP Events Management Ltd will not be held responsible for any damage caused to or loss of any items or property during the period of the forum. Any such incident must be dealt with by the delegate and the other party involved.

DP Events Management Ltd will not be held responsible for the loss of any time (social or business) or any costs incurred by the Delegate/Company during the forum.

If the forum is cancelled by DP Events Management Ltd no liability for any consequential loss to the delegate or the delegate's employer/company is accepted.

DP Events Management Ltd will not accept any excuse for cancellation of a delegate. This includes illness, other business arrangements, transport/travel delays or any other reason. The company that the delegate is representing must either send a replacement delegate or pay the cancellation fee. The person(s) who completes this booking form regardless of their position/job role within their company will be committing to the attendance of their company to the forum.

Unless DP Events Management Ltd has been paid in full or the delegate has made a special agreement in writing, no guests will be allowed to join the delegate at the forum. Any guests will be charged the full hotel rates/costs and billed directly by the hotel for immediate payment.

Any delegate with special dietary requirements must make DP Events Management Ltd aware of this at the time of booking. This includes providing us with a detailed brief of your specific allergies. Whilst DP Events Management Ltd and the venue can do all they can to accommodate requests, there will be surcharges incurred and these will be discussed and charged to the delegate. DP Events Management Ltd will not accept any responsibility for any incident that may arise (including medical conditions) at the forum.

These terms and conditions are governed by the law of England and Wales. DP Events Management Ltd is a limited company registered in England and Wales. Registration Number: 5999870 Register office: 43A St Mary's Rd, Market Harborough LE16 7DS.