

## 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. This may be printed or included in an electronic version of our forum booklet.
12. Our Forums will host international delegates from multiple countries who all speak different languages so it is a compulsory requirement that each delegate must have a basic use of English language so that they can communicate with other delegates and the organisers/venue etc. DP Events Management will not allow delegates to attend if there are communication/language issues.

## 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 (up to £300 per return flight) 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 economy class category and standard luggage allowance booked. If there are any additional weight / baggage requirements/extra leg room/ priority boarding, executive lounge access or upgrade to business or first class, the Buyer delegate must pay for the extra costs directly. 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 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 and their company/employer to arrange and pay for their own insurance cover. This includes travel insurance, medical insurance, public liability insurance that covers the Delegate/Delegates time & wellbeing at the forum in UK or EU (destinations dependent upon the location of the forum. DP Events Management Ltd will not be held responsible for any claim or any incident that is beyond our control including but not limited to injury/health issues, travel incidents, loss of time, loss of business, missed/cancelled appointments, the forum being delayed/cancelled/changed. DP Events Management Ltd use third party venues to host our forums and no claims can be made against DP Events Management Ltd for any incidents that arise at the venue or the forum.

## Country taxes/charges

If there are any country/city taxes or any other local authority or government charges levied to visitors who stay in the city/country, these will be due for payment by the individual delegate and DP Events Management Ltd will accept no liability or responsibility in these matters. If there is a tax to pay, you will be notified accordingly.

## 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

The forum is designed to provide a platform for Delegates (Buyers/Purchasing Executives and Suppliers) to network, meet and discuss supply and purchasing opportunities between each other. The forum consists of pre-set meeting schedules, planned networking sessions and lunch and dinner functions.

### Meetings

Both Buyer and Supplier Delegates are provided with an individual and personalised meeting schedule.

Prior to the forum date, Buyer and Supplier Delegates are sent an email requesting that they confirm to us the companies they would like to meet with at the forum. These selections are made from the FINAL list of attending delegates that we send out with the email requesting who they want to select meetings with. We will only consider making meetings with companies shown on the final list we issue.

Buyers must select meetings from the final list of Suppliers and Suppliers will select meetings from the final list of Buyers. Priority of the selections are made in numerical orders, i.e. 1 being the highest priority.

From the requests we receive by email, we will schedule as many meetings as possible based on the available time slots and suitability of set meeting times. We will also match Buyers & Suppliers together, based upon available time slots, who have not chosen meetings with each other.

Schedules will be made up to meet the number of appointments agreed in the meeting package with each delegate.

Meetings will be scheduled at 15 minutes each at the set times shown on each delegate's schedule. All meetings will take place at the Buyer delegates desk located within the main forum business area. All meeting times are prompt and as shown on the delegate's schedule.

DP Events Management Ltd will do our utmost to arrange as many meetings as we can from the chosen lists, we receive from the delegates, but we cannot guarantee we will schedule them all.

If a requested meeting is not made or confirmed by us, delegates will have ample opportunity during the forum to meet with other/all the delegates and if assistance is required by DP Events Management Ltd at the forum, we will be happy to help with any introductions between delegates. Please ask at our welcome desk.

Meeting schedules will be made available to all delegates at Event Registration.

At the forum, all delegates must work to their listed business schedules. 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.

## 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 will be included in a printed or electronic version of the forum 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). A photograph must be supplied, otherwise the delegate may not be allowed to attend. DP Events Management Ltd will accept no responsibility whatsoever for any errors in text, grammar, terminology, or interpretation. We will not publish any mobile numbers of Buyer delegates in the forum booklet.

## 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 booking form as part of their company profile in the forum booklet. We will not publish any mobile numbers of Buyer delegates in the forum booklet.

## Consent for Photography/Videography/SMS

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. We will be utilising an SMS service throughout the forum to keep delegates apprised of important information – therefore you agree to provide us with your mobile number and allow us to utilise this accordingly.

## Exclusion Clauses (failure of forum to go ahead)

In the event that the forum is unable to go ahead as planned, is disrupted in full or is partly disrupted, cannot operate as specified or has to be cancelled in part or in full due to the reasons stated below, then DP Events Management Ltd will have no liability or consequence for delegates/suppliers/contractors or individuals loss of time, loss of travel costs, loss of business, loss of costs/financial outlays, loss of business meetings at the forum, loss of material items/equipment, loss of hotel accommodation/food & beverages as per the following:

- The venue is closed at short notice or no notice.
- The venue is closed/shut due to liquidation/insolvency
- The venue is closed or vacated due to fire, flooding, explosions, structural defects, dangerous/hazardous conditions, health or risks to human health or life
- Road closures that delay/disrupt or make a venue inaccessible.
- Travel disruptions including road, air, trains, public and private transport systems.
- Flight delays/cancellations, rail delays/closures/cancellations, road closures
- Strikes including venue, transport operators, airlines, air traffic control or industrial strikes that may cause significant disruptions that would delay, partially cancel or fully cancel the forum.
- Natural disasters
- Acts of Terrorism, War or hostilities
- Demonstrations, marches that may cause disruption to the venue, transport systems, accessibility etc.
- Pandemics, Government lockdowns, Government actions that may cause disruption or forced closure of the forum.
- Risks to human health or life or threats that may affect the running of the forum.

Any costs, loss of time, loss of business incurred will need to be claimed for through the delegates own insurance and DP Events Management Ltd will not be held responsible or liable in any way.

## Other

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 if Buyer delegates do not attend the forum and business meeting schedules are affected. If this is the case, we will do our best to arrange alternative meetings at the forum.

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.