



AFT Conference - Terms and Conditions

Last updated on 15 April 2024.

Terms

AFT – The Association for Family Therapy and Systemic Practice. AFT are the conference organisers.

AFT Conference / Event / Conference – A two day event on 19 and 20 September 2024 taking place at the Delta Hotel by Marriott Bristol City Centre and organised by AFT. Some attendees will attend in person and others will attend virtually over the internet.

Conference Website – www.aftconference.co.uk.

Fee / Conference Fee / Booking Value – The total cost shown on the booking form when the booker submits the completed form to the organisers. The conference fee may comprise of multiple tickets and other costs and may cover conference attendance for one or more attendees.

Ticket Price(s) – The individual costs that make up the conference fee. Examples of available tickets are day delegate tickets, virtual tickets and dinner tickets.

Booking Form – The online booking and payment form, accessible from the AFT Conference website, that must be completed for each attendee, to book their place onto the conference.

Booking – Completion and submission of the booking form is subsequently referred to as a booking.

Booker – The person who completes and/or submits the booking form. This may be the same person as the attendee.

Delegate or Attendee – The person who is attending the conference. This may be the same person as the booker. An attendee may attend in-person (physically at the conference in Bristol, UK) or virtually (via the internet).

Employer – The person, company or organisation for whom the booker works or volunteers for. The booker may be completing and submitting the booking form on behalf of their employer.

Cancellation – A cancellation is when the booker or attendee notifies the conference organisers in writing that they will no longer be attending the conference. If you cancel your booking, charges may apply (see Section 5).

Administration Fee / Admin Fee – If the booking is cancelled by the booker, an administration fee may become payable (see section 5).

Amendment – An amendment is when the booker or attendee makes a change to their original booking. An amendment may result in either an increase, decrease or no change to the conference fee.

Agents – AFT will often use a third party company to assist in organisation of events and webinars. Currently AFT use Mint Events Ltd to assist in the organisation of its events and webinars.



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Section 1 - Agreement

By completing and submitting the conference booking form, both the booker and attendee agree to the terms and conditions set out in this document. If the booker and attendee are different people, then by completing the booking form, the booker confirms that they have sought permission from the attendee to book on their behalf, and have received confirmation from the attendee, that the attendee has read and agrees with these terms and conditions.

Completing the booking form on behalf of an employer - The booking form may be completed by the booker on behalf of their employer, if the booker has received written authorisation to do so, prior to completing the booking form, from an authorised representative of their employer. In addition, the employer must have confirmed that they agree to the terms and conditions set out in this document. In which case, the booking form must include the employers correct company/entity name and address details. Completion of the booking form by the booker, with the necessary authorisation, on behalf of their employer will mean that the bookers employer has agreed to the terms and conditions set out in this document, rather than the booker personally.

Section 2 - Organisers

The AFT Conference is organised by the Association for Family Therapy and Systemic Practice (AFT). The registered office is 7 Executive Suite, St James Business Centre, Wilderspool Causeway, Warrington, Cheshire, WA4 6PS. Company No. 03018026. Registered Charity No. 1063639.

AFT may organise events and webinars in collaboration with other organisations. In such cases, these other organisations may share organising decisions and responsibilities.

Section 3 - Equipment and internet

The AFT Conference will be hosted as an in-person event in Bristol and also virtually over the internet.

Delegates attending virtually, will require a suitable computer or mobile device and a suitable internet connection. AFT are unable to offer refunds for attendees who are unable to access an event or who do not receive an optimal viewing experience due to unsuitable equipment or failure of the attendees internet connection or equipment. As the majority of AFT virtual events are hosted on Zoom, AFT refer attendees to the Zoom Inc website for a details list of technical requirements <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>.



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Section 4 – Conference Fee

Ticket Prices - Ticket prices for the AFT Conference are advertised on the AFT Conference website and are subject to change at the organisers discretion.

Conference Fee - The conference fee may comprise of multiple tickets and other costs and is the total amount shown on the booking form when the booker submits the completed form to the organisers.

Discounts - If the booker receives a discount on an individual ticket price or the entire conference fee, this discount must have been provided to them by the conference organisers in writing, or the discount shall be deemed to be invalid and the full conference fee shall apply. Additionally all conditions of the discount, including but not limited to, booking date and membership status must be met, for the discount to be valid.

Early Bird Price – Bookers who book within the early bird timescale that is advertised on the conference website will receive a reduced ticket price as detailed on the conference website. For bookers who benefit from an early bird price, AFT must receive payment for the ticket within 28 days of booking or before the early bird date (advertised on the conference website), whichever is sooner. If payment is not received by this date, AFT reserve the right to revert the ticket price to the standard ticket price for that ticket.

Payment Responsibility – The booker is responsible for payment of the conference fee and any administration fees that become applicable, unless they have completed the booking form on behalf of their employer, with the necessary approval (see Section 1). In which case, payment of the conference fee is the responsibility of the bookers employer.

Purchase Order – If the booker is booking on behalf of their employer, then they must provide a valid purchase order at the time of submitting the booking form, if this is required by their employer to enable them to pay the conference fee (there is a specific section on the booking form for a purchase order number to be inputted).

Payment Method – AFT will issue an invoice to the booker on completion of the booking form. This invoice may be paid by credit/debit card or bank transfer.

Payment Terms - The fee must be paid within 28 days of submission of the booking form or before the conference start date of 19 September 2024, whichever date comes sooner. Failure to do so, may result in cancellation of the booking. In the event of cancellation due to the conference fee not being paid in time, the conference fee or administration fee will still be applicable (see Section 5).

Certificates of attendance - will not be provided to any attendee, whose booking has outstanding fees against it.



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Section 5 - Cancellation, Amendments and Refunds

On submission of the booking form, if the booking is subsequently cancelled, charges may apply, as stated in this section. All cancellations and amendments must be sent by the booker in writing to aftevents@mintevents.co.uk.

Cancellation – By the Booker

- **Cancellation received on or before 16 August 2024**, will be eligible for a refund, less a £20.00 administration fee, if the conference fee has been received by the organisers. If payment of the conference fee has not yet been received by the organisers, then the administration fee will still be applicable and must be paid.
- **Cancellation received after 16 August 2024**, are non-refundable, except at the organisers discretion. If payment of the conference fee has not yet been received by the organisers, then the conference fee will still be applicable and must be paid.

Cancellation – By AFT

- **Cancellation of an individual booking** – If AFT have to cancel an individual booking due to non-payment of the conference fee within the stated terms or a for a breach of the terms and conditions stated within this document, then any conference fee paid will be non-refundable or if the conference fee has not been received by the organisers, then the conference fee will still be applicable and must be paid.
- **Cancellation of the entire conference** – If AFT have to cancel the conference, then any conference fees that have been paid to AFT will be refunded. This refund will be limited to the conference fee. AFT will not be liable for any additional expenses that may be incurred by the booker.

Amendments – By the Booker

- **Amendments received on or before 16 August 2024**, that result in a lower booking value, will be eligible for a refund of the difference in price, if payment of the conference fee has been received. If payment of the conference fee has not yet been received by the organisers, then the amended booking value will be applicable and the amended conference fee must be paid. If the amendment results in a higher booking value, then the difference in booking value must be paid, in addition to any outstanding conference fee.
- **Amendments received after 16 August 2024**, that result in a lower booking value, are non-refundable, except at the organisers discretion. This includes transfers from an in-person attendee to a virtual attendee. If payment of the conference fee has not yet been received by the organisers, then the original conference fee must still be paid. If the amendment results in a higher booking value, then the difference in booking value must be paid, in addition to any outstanding conference fee.



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Section 6 - Admission

The organisers reserve the right to refuse admission to any or all conference sessions.

Section 7 - Behaviour

Conference attendees (both in-person and virtual) will be expected to behave in a respectful, professional and appropriate way. Any attendee who acts in a disruptive, inappropriate or abusive manner towards presenters, staff or other attendees may be asked to leave the conference. No refunds will be applicable to any attendee asked to leave in this way.

Section 8 – Changes to Conference Programme

All advertised event timings, sessions and speakers are subject to change at the organisers discretion. No refunds shall be applicable as a result of a any change to the event programme.

Section 9 - Availability

Availability at this conference is limited and booking is subject to availability of attendee places.

Section 10 - Completion

In order to qualify for a certificate of attendance, attendees must attend all keynote and workshop conference sessions that are included within their ticket.

Section 11 - Data Use

AFT, and its agents, will collect, store and use booker and attendee data for the purposes of organising the event. This includes, where applicable, managing the booking process, taking payment and providing event information and updates. AFT, and it's agents, will use third party software for this purpose, including Cognito (for accepting bookings), Stripe (for taking payments), Zoom (for hosting webinars and virtual events) and Zapier (for connecting the various systems).



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Section 12 - Recording

AFT Conference sessions may be recorded. Following recording, the sessions may be edited and then published on the aft.org.uk website or other media.

By attending the AFT Conference, the attendee understands and agrees that they may be visible on recordings and that their questions, chat posts or name may be mentioned and that this may be recorded and subsequently published and made publicly available.

Section 13 – Governing Law

Agreement to these terms and conditions is made in England and the construction, validity and performance of these terms and conditions shall be governed in all respects by the law of England and Wales.