

AFSP Conference Terms and Conditions



Association for Family &
Systemic Psychotherapy

Last updated on 26 February 2026

Terms

AFSP – The Association for Family and Systemic Psychotherapy. AFSP are the conference organisers. AFSP's registered business address is Exec 6, 7 & 8, The Causeway, Wilderspool Causeway, Warrington, Cheshire, United Kingdom, WA4 6PS.

AFSP Conference / Event / Conference – A two-day event on 15 and 16 October 2026, taking place at the Doubletree by Hilton Glasgow Central Hotel, and organised by AFSP. 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 1-day tickets, 2-day tickets, virtual tickets, and dinner tickets.

Booking Form – The online booking and payment form, accessible from the AFSP 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) 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 – AFSP will often use a third-party company to assist in organisation of events and webinars. Currently AFSP 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 organisation or employer - The booking form may be completed by the booker on behalf of their employer/organisation, if the following conditions are met...

1. The booker has the authority to make such a booking on behalf of their employer/organisation, or they have received written authorisation to do so, prior to completing the booking form, from an authorised representative of their employer or organisation.
2. An authorised representative of the booker's employer/organisation has confirmed that they agree to the terms and conditions set out in this document.
3. The booker has raised a valid purchase order, prior to making a booking, if this is a requirement of their employer/organisation.
4. 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/organisation will mean that the bookers employer/organisation has agreed to the terms and conditions set out in this document, rather than the booker personally.

Section 2 - Organisers

The AFSP Conference is organised by the Association for Family and Systemic Psychotherapy (AFSP). The registered office is Exec 6, 7 & 8, The Causeway, Wilderspool Causeway, Warrington, Cheshire, United Kingdom, WA4 6PS. Company No. 03018026. Registered Charity No. 1063639.

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

Delegates attending virtually, will require a suitable computer or mobile device and a suitable internet connection. AFSP 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 attendee's internet connection or equipment. As the majority of AFSP virtual events are hosted on Zoom, AFSP refer attendees to the Zoom Inc website for a detailed 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 AFSP Conference are advertised on the AFSP Conference website and are subject to change at the organiser's 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 – There are a set number of early bird tickets. 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, as long as the set number of early bird tickets has not been reached. In the event that the early bird ticket limit has been reached, prices will revert back to standard price, even if the early bird date has not passed. For bookers who benefit from an early bird price, AFSP 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, AFSP 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 booker's 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 – AFSP 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, 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 01 September 2026**, 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 01 September 2026**, are non-refundable, except at the organiser's 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 AFSP

- **Cancellation of an individual booking** – If AFSP 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 AFSP have to cancel the conference, then any conference fees that have been paid to AFSP will be refunded. This refund will be limited to the conference fee. AFSP will not be liable for any additional expenses that may be incurred by the booker.

Amendments – By the Booker

- **Amendments received on or before 01 September 2026**, 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 01 September 2026**, 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.

For guidance, AFSP have introduced a set of Ethical Principles for AFSP conference delegates, presenters, and community. These Ethical Principles are applicable to all member contexts including meetings, email communications and events. You can view the Ethical Principles by [clicking here](#).

Section 8 – Changes to Conference Programme

All advertised event timings, sessions and speakers are subject to change at the organiser's 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

AFSP, 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. AFSP, and its agents, will use third party software for this purpose, including Cognito (for accepting bookings), Stripe and Xero (for taking payments), Zoom (for hosting webinars and virtual events) and Zapier (for connecting the various systems).

By booking onto the conference, bookers and attendees agree to their data being processed in this way.

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Section 12 - Recording

AFSP Conference sessions and public areas may be recorded and there may be photography taking place. Photographs and recordings may be edited and then published on the AFSP website or other media.

By attending the AFSP 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.