

## UK Stroke Forum 2022 Terms and Conditions

### 1. Registration fees and payment

- 1.1. All delegate fees include access to the training and main conference sessions, all materials, lunch and refreshments.
- 1.2. Conference registration is mandatory to attend the UK Stroke Forum event.
- 1.3. Conference passes cannot be transferred without the permission of the UK Stroke Forum; **under no circumstances** can passes be shared with another colleague.
- 1.4. Accommodation is not included in the conference registration fee and needs to be booked and paid for separately. Delegates may choose to make their own arrangements or book via our accommodation partners Reservation Highway:  
[www.reservation-highway.co.uk/stroke22](http://www.reservation-highway.co.uk/stroke22)
- 1.5. Tickets for the conference social event on Wednesday 30 November and optional enhanced refund protection are not included in the conference registration fee but can be added as extra items at the point of purchase.
- 1.6. Pre-registration and conference social ticket bookings close at **5pm on Monday 21 November 2022**.
- 1.7. After this date delegates can register and pay on arrival by credit or debit card at the conference venue.
- 1.8. The full non-member rate of **£591** applies to all delegates who register at the conference venue.
- 1.9. All individual bookings must be paid in full and made using a credit or debit card.
- 1.10. Group bookings of 5 or more delegates may request to pay by invoice if preferred.
- 1.11. The option to pay by invoice will not be available for group bookings made after **28<sup>th</sup> October 2022**.
- 1.12. The organisers reserve the right to refuse admission to the conference or withhold CPD certificates if payment has not been received prior to the event.
- 1.13. If you are arranging booking on behalf of another individual/ group, you confirm that you are authorised by that person/s to place the booking, and that the individual has agreed to be bound by these Terms and Conditions.

### 2. Data and Privacy Policy Understanding

- 2.1 This year we will be using an event app platform hosted by Crowd Comms. By registering for the event you are consenting for your contact details (name and email) to be uploaded to the platform to provide you access to the app.
- 2.2 In order to facilitate the event we may need to share some attendee personal data where necessary with other third parties working for us, such as the conference venue, caterers, or security providers.
- 2.3 The Stroke Association may film the in-person parts of the event for the purpose of viewing on demand at a later stage. By registering to attend the conference you understand and accept that this may result in you being featured on the recording.
- 2.4 Photos, screenshots or video footage of the event may be used by the Stroke Association for the purposes of post-event publicity or future marketing materials. By registering for the event, attendees give permission for this usage. Any delegates wishing to be excluded from photos, screenshots or video footage must notify the UK Stroke Forum team prior to the commencement of the event, by emailing [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk)
- 2.5 We will take great care to hold your personal information securely. For more details on how we look after your personal information, read our privacy policy at [stroke.org.uk/privacy](http://stroke.org.uk/privacy).

- 2.6 If you change your mind at any time about the use of your personal data or images, as outlined above, please phone our supporter care team on 0300 330 0740 or email [supportercare@stroke.org.uk](mailto:supportercare@stroke.org.uk).

### 3. Changes to the conference

- 3.1 It may be necessary for reasons beyond our reasonable control to alter the advertised content, timing, location and/or format of the conference or the advertised speakers. We reserve the right to do this at any time.
- 3.2 If we alter the time, location and/or format of the conference, we will provide you with notice of the changes by email.
- 3.3 **Should the format of the conference need be altered from an in-person event to a virtual event, delegates will be refunded 50% of their original ticket price and issued with a login so that they can access the event via our virtual platform instead.**
- 3.4 **We will endeavour to give delegates a minimum of 4 weeks' notice if the event were to change format.**

### 4. Cancellation and refunds policy

- 4.1 Refunds are available on bookings of a minimum value of £100 and are subject to a **£45.00 administration charge per person.**
- 4.2 Delegates will receive:
- a **full refund (minus admin fee of £45.00) up to 12 weeks** prior to the event
  - a **50% refund (minus admin fee of £45.00)** between **12 and 4 weeks** prior
  - **No refunds** will be issued **less than 4 weeks** prior to the event. Delegates who have purchased enhanced refund protection may be able to obtain a refund after this date via Booking Protect.
- 4.3 **All cancellations by delegates must be made in writing by email to [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk) before the above deadlines.**
- 4.4 UK Stroke Forum will confirm receipt of the request to cancel by email within 5 working days.
- 4.5 Please note that a confirmation email **must** be received from the UKSF team before your refund will be processed. **If you do not receive a confirmation email within 5 days please contact us.**
- 4.6 Should you cancel your booking we will not compensate you for expenses incurred by you or inconvenience caused to you as a result of your cancellation.
- 4.7 Where delegates are eligible for a refund, this will be made via the original payment method within 30 days of acceptance of your cancellation.
- 4.8 If you are unable to attend the conference we will accept substitute delegates attending in your place at no extra cost. Full details of the substitute must be provided by email no later than **3 working days before the event.** Please notify us of any substitutions by email at: [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk)
- 4.9 Substitutes cannot be accepted if payment has not been received in full.
- 4.10 We regret that we cannot resell conference social tickets for delegates, but you are welcome to make your own arrangements to sell or pass them onto colleagues. No refunds will be given in respect of non-attendance. Where possible if you have substituted your place with a colleague please notify us by emailing [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk) so we can update our attendance list.
- 4.11 We shall not be liable to you for travel, accommodation or other costs and expenses incurred (included wasted costs and expenses) if we are required to cancel, reschedule, reformat, relocate or otherwise change the conference as a result of an event outside our control (including, without limitation, to acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, breakdown of systems or network access, any strike action, lock-outs or other industrial action and a pandemic, epidemic or other widespread illness.)

- 4.12 We recommend delegates put in place appropriate insurance (for example travel insurance) to cover any costs, liabilities or losses that they may suffer or incur arising out of these terms and conditions including cancellation of the event for any reason.
- 4.13 We've partnered with Booking Protect to offer delegates **optional** flexible and comprehensive enhanced refund protection cover. We hope this option will give delegates the reassurance of additional flexibility and security when purchasing tickets with us. Please see below for further details.

## **5. Enhanced Refund Protection with Booking Protect**

- 5.1 Enhanced Refund Protection is offered as an **optional** extra provided by Booking Protect: <https://bookingprotect.com/>  
**This protection applies where you are unable to recover ANY part of your booking i.e. the period of 4 weeks or less prior to the event which is outside our standard refund terms.** Simply select additional refund protection at the checkout and you'll have peace of mind that you may be able to request a refund if certain unexpected circumstances occur and you have to miss an event. This includes injury, illness, travel trouble and other unexpected events. Full details can be found in the Booking Protect terms and conditions : <https://documents.bookingprotect.com/STK/p/TKT/eng/Termsandconditionsv3.pdf>
- 5.2 Please note Enhanced Refund protection is only available at the time you purchase your conference tickets and cannot be purchased separately at a later date. It cannot be purchased in relation to the conference social event tickets.
- 5.3 If you purchase Enhanced Refund Protection via Booking Protect and are unable to attend the conference:  
**If it is more than 4 weeks prior to the event**, please contact the UK Stroke Forum team at [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk)  
**If it is less than 4 weeks prior to the event**, please contact Booking Protect directly with appropriate supporting evidence to make a claim. Please do this by using the following link: <https://bookingprotect.com/apply-for-a-refund/>
- 5.4 If you are unable to attend the conference and make a claim from Booking Protect please contact the UKSF team by email at [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk) so we can amend our records accordingly.

## **6. Accessing the content digitally**

- 6.1 A number of plenary and parallel sessions will be recorded and the video will be made available to registered attendees via the Conference App/ platform.
- 6.2 Delegates are responsible for ensuring that they have the correct equipment (mobile device, tablet etc), internet access and firewall provisions if they wish to access the digital elements of the event.

## **7. Code of Conduct for All Delegates**

- 7.1 Delegates shall keep their passwords to the event platform/ app secure and confidential, and not share them with any other person. Delegates shall notify UK Stroke Forum of any possible breach to their login so we can minimise risk of unauthorised access.
- 7.2. Only registered delegates may access the event platform/ app.
- 7.3. Delegates may not attempt to copy, duplicate, modify, republish or distribute any elements of the event or the event platform.
- 7.4. Delegates must not copy, modify or share any event material or other content with any other persons.
- 7.5. Delegates must not introduce or permit the introduction of a virus or other malware into the event app or event network.
- 7.6. Unlawful, offensive, discriminatory, defamatory, threatening or otherwise inappropriate language or behaviour will not be tolerated either on the virtual platform or at the in-person event. The UK Stroke Forum reserves the right, at its sole discretion and without any liability, to remove from the event platform or in-person event any delegates who

demonstrate unacceptable behaviour. The delegate's fees will not be refunded in such circumstances.

## 8. **Covid-19 Safety**

- 8.1 Our priority is to ensure the safety and wellbeing of all our delegates, exhibitors and staff.
- 8.2 UKSF and ACC Liverpool have been working hard, implementing measures to ensure UKSF can operate in a safe manner, whilst maintaining the best possible experience for our delegates.
- 8.3 Current UK guidelines state that it is no longer a requirement to wear a facemask or to provide valid Covid-19 vaccination certification. However, please be respectful of those choosing to wear a mask or maintain social distancing.
- 8.4 For enhanced safety and peace of mind, ACC Liverpool have added additional hygiene measures at the venue such as regular cleaning of touch points and provision of hand sanitiser.
- 8.5 We will adhere to the latest government recommendations and regulations at the time of the event.
- 8.6 Delegates will be notified by email of any changes in Government regulation which would require co-operation or advanced planning by delegates (for example mandatory lateral flow testing or mask wearing).
- 8.7 If you have any questions or concerns about Covid-19 safety protocols, please contact the UKSF Team at [ukstrokeforum@stroke.org.uk](mailto:ukstrokeforum@stroke.org.uk)
- 8.8 UK Stroke Forum reserves the right to modify these terms and conditions at any time.

## 9. **Current UK Stroke Forum Member Organisations**

- 1. Association of Chartered Physiotherapists Interested in Neurology ([www.acpin.net](http://www.acpin.net))
- 2. ARNI Institute ([www.arni.uk.com](http://www.arni.uk.com))
- 3. British and Irish Orthoptic Society ([www.orthoptics.org.uk](http://www.orthoptics.org.uk))
- 4. British Aphasiology Society ([www.bas.org.uk](http://www.bas.org.uk))
- 5. British and Irish Association of Stroke Physicians ([www.biasp.org](http://www.biasp.org))
- 6. British Dietetic Association ([www.bda.uk.com](http://www.bda.uk.com))
- 7. British Psychological Society ([www.bps.org.uk](http://www.bps.org.uk))
- 8. British Society of Neuroradiologists ([www.bsnr.co.uk](http://www.bsnr.co.uk))
- 9. Chest Heart and Stroke Scotland ([www.chss.org.uk](http://www.chss.org.uk))
- 10. College of Paramedics ([www.collegeofparamedics.co.uk](http://www.collegeofparamedics.co.uk))
- 11. Different Strokes ([www.differentstrokes.co.uk](http://www.differentstrokes.co.uk))
- 12. Joint Stroke Medicine Committee (JSMC) ([www.jrcptb.org.uk](http://www.jrcptb.org.uk))
- 13. Later Life Training ([www.laterlifetraining.co.uk](http://www.laterlifetraining.co.uk))
- 14. NIHR CRN: Stroke ([www.strokeresearch.nihr.ac.uk](http://www.strokeresearch.nihr.ac.uk))
- 15. National Stroke Nursing Forum ([www.nsnf.org.uk](http://www.nsnf.org.uk))
- 16. Northern Ireland Chest Heart and Stroke ([www.nichs.org.uk](http://www.nichs.org.uk))
- 17. Northern Ireland Multidisciplinary Association of Stroke Teams ([www.nimast.org.uk](http://www.nimast.org.uk))
- 18. Royal College of General Practitioners ([www.rcgp.org.uk](http://www.rcgp.org.uk))
- 19. Royal College of Practitioners
- 20. Royal College of Occupational Therapist Specialist Section - Neurological Practice ([www.ssnp.co.uk](http://www.ssnp.co.uk))
- 21. Royal College of Speech and Language Therapists ([www.rcslt.org](http://www.rcslt.org))
- 22. Scottish National Advisory Committee for Stroke ([www.gov.scot](http://www.gov.scot))
- 23. Scottish Stroke Allied Health Professionals Forum (SSAHPF) ([www.ssahpf.scot](http://www.ssahpf.scot))
- 24. Scottish Stroke Nurses Forum ([www.ssnf.scot](http://www.ssnf.scot))
- 25. Society for Research in Rehabilitation ([www.srr.org.uk](http://www.srr.org.uk))
- 26. The Stroke Association ([www.stroke.org.uk](http://www.stroke.org.uk))
- 27. The Tavistock Trust for Aphasia ([www.aphasiatavistocktrust.org](http://www.aphasiatavistocktrust.org)) AFFILIATE MEMBERSHIP
- 28. UK Swallowing Research Group ([www.uksrg.org.uk](http://www.uksrg.org.uk))
- 29. Welsh Association of Stroke Physicians (WASP) (<http://www.welshstrokeconference.co.uk>)