

Event Terms & Conditions

These Terms & Conditions apply to all delegates attending Infection Prevention Society (IPS) events, including in-person conferences, meetings, webinars and other virtual events. By booking an event, you agree to these Terms & Conditions.

Booking and Payment

The event listing on the IPS website will state whether the event is an in-person conference, a member-only meeting, a webinar, or other virtual event. Member and non-member fees are as advertised on the listing for each event.

Bookings must be made through the online booking system on the IPS website. Payment must be made in full by credit or debit card at the time of booking. Email bookings for individual delegate places will not be accepted.

Delegates are responsible for arranging and paying for appropriate travel and accommodation where required.

Complimentary Places

Where a delegate place is offered free of charge, IPS reserves the right to charge a no-show fee if you fail to attend without cancelling your place by the published cancellation deadline. This fee contributes towards administrative and event costs incurred by IPS in confirming and administering your booking.

Where a complimentary or discounted place is available exclusively to IPS members, the registered delegate must hold current IPS membership on the date of the event.

Delegate substitutions may be permitted in advance with prior approval – please email events@ips.uk.net if you wish to substitute your place.

However, where the original booking is for a complimentary member place, the substitute attendee must also be an IPS member. If the substitute is not an IPS member, the published non-member rate will apply. Please note that substituting a complimentary member place with a non-member may result in the non-member rate being charged to the substitute attendee. If you also fail to cancel your own place by the published deadline, any applicable no-show or cancellation fee may still apply.

Cancellation and Refunds

Cancellation requests must be submitted through the online event portal no later than seven (7) calendar days before the event, unless an alternative deadline is stated on the event booking page. The applicable cancellation deadline will be confirmed in your event booking confirmation email.

Where a cancellation is received within the published deadline, IPS will refund your booking fee, less an administration fee (usually 2.5% but this can be varied according to the event) to cover payment processing costs.

Cancellation requests received after the published deadline will not normally be eligible for a refund. Please refer to the 'Complimentary Places' section for the cancellation policy relating to complimentary delegate places.

IPS reserves the right to request supporting information before approving any exceptional refund request. Please allow up to 14 days for approved refunds to be processed.

Event Changes, Postponement and Cancellation

IPS reserves the right to amend, postpone or cancel an event where necessary. We will endeavour to provide as much notice as reasonably possible.

If IPS postpones an event and you are unable to attend on the new date, you will be entitled to a full refund of any event fees paid.

While speakers and programme content are confirmed at the time of publication, circumstances beyond IPS's control may require substitutions or changes. IPS reserves the right to amend speakers, programme content, timings, venue or delivery format where necessary. Any significant changes will be published on the IPS website as soon as reasonably practicable.

Force Majeure

IPS shall not be liable for any failure to deliver an event, or for any delay, postponement or cancellation where this results from circumstances beyond its reasonable control. Such circumstances include, but are not limited to, severe weather, fire, flood, industrial action, war, public health emergencies, government restrictions or any other event that makes delivery of the event impracticable, illegal or impossible.

Where an event is cancelled or postponed due to such circumstances, IPS's liability shall be limited to the refund of any event fees paid. IPS accepts no responsibility for travel, accommodation or any other costs or expenses incurred by delegates.

Except where liability cannot be excluded by law, IPS accepts no liability for loss of profits, business interruption or indirect or consequential losses arising from attendance at an event.

Delegate Lists

Unless you opt out, IPS will produce a delegate list containing your name, job title and organisation for sharing with attendees, sponsors and exhibitors, and to produce your name badge.

If you do not wish your details to appear, please contact events@ips.uk.net

Venue

On entry to an event, you agree to comply with all venue rules and the IPS [Event Code of Conduct](#).

Delegates must be aged 18 years or over.

Webinars, Meetings, Hybrid and Virtual Events

IPS delivers online events using Zoom Webinar and, on occasion, Microsoft Teams.

To facilitate your participation, the name and email address provided during registration will be shared with the relevant online platform provider solely for the purpose of creating and issuing a personalised access link and administering the event.

Access links should not be shared with other members or non-members. Anyone wishing to join the event must register for their own place. Participants must not record, livestream, or use automatic transcription or AI tools to capture, transcribe, summarise, or reproduce any part of a virtual event without the prior written permission of IPS, except where required as a reasonable adjustment and agreed with IPS in advance.

For hybrid events, if you register for an online place but attend in person on the day, you will be charged the applicable in-person attendance fee at the relevant member or non-member rate.

Your personal information will be processed in accordance with the IPS Privacy Notice and applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR).

Delegate Conduct

IPS reserves the right to refuse admission to, refuse continued participation in, or remove from an event, any delegate whose behaviour is considered disruptive, abusive or inconsistent with the IPS Event Code of Conduct. In these circumstances, no refund will be payable.

Intellectual Property

All presentation materials, recordings and event content remain the intellectual property of IPS or the relevant speaker.

Where presentation materials are made available by IPS following an event, they will normally be provided via the IPS members' area, where applicable, and are provided for delegates' personal learning only. Delegates must not copy, reproduce, record, photograph, capture screenshots of, distribute, publish or otherwise share any event content without the prior written permission of IPS or the relevant rights holder.

Photography, Audio and Video Recording

Photography, audio recording and video recording may take place at IPS events for educational, promotional and marketing purposes, including use in printed publications, on the IPS website and across social media channels.

By attending an IPS event, whether in person or virtually, you acknowledge and accept that such recording may take place.

If you have concerns about being photographed or recorded, please contact the IPS Events Team before the event at events@ips.uk.net so that reasonable steps can be taken to accommodate your request.

Governing Law

These Terms & Conditions are governed by the laws of England and Wales. If any provision of these Terms & Conditions is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Contact

If you have any questions about your booking, please contact the IPS Events Team at events@ips.uk.net