

BCLA Focus 2022

Terms and Conditions of Delegate Registrations

It is mandatory for all delegates registering for the 2022 BCLA Focus event to declare their understanding of these terms and conditions at time of online pre-registration at www.bcla.org.uk.

Answers to frequently asked questions can be found at www.bcla.org.uk. If you have any other event queries, or can't find what you need online, contact events@bcla.org.uk.

EVENT REGISTRATION

Pre-registration for this event is mandatory. All conference bookings must be made online at www.bcla.org.uk. The last day to register for the conference is 09:00 (GMT) 8 June 2022. No registrations will be accepted after this date and time.

MEMBER REGISTRATIONS

You must be a member of the BCLA to automatically qualify for preferential rates. Please ensure that you **log in first** using your existing username (email address) and password to ensure you pay the correct delegate rate.

To qualify for a 'member' rate you must have a valid BCLA membership subscription at both the time of booking and at the conference itself. Any person who registers for the conference at the 'member' rate and does not renew their membership will be charged the difference in conference fees to a 'non-member' rate.

If you have any of the following BCLA membership subscriptions (must be valid both at time of booking and at the conference itself), you are eligible for the member loyalty discount*:

- Full Membership
- Retired Membership
- Affiliate Online Membership
- Newly Qualified Membership
- Pre-reg Student Membership
- Student Membership
- Overseas Student Membership
- Honorary Life Membership

**The level of discount applied varies between membership categories. Visit www.bcla.org.uk to view the current registration rates.*

NON-MEMBER REGISTRATIONS

Non-members are very welcome to attend, however, non-members will not be able to take advantage of the discounted member rates.

If you are not a BCLA member but would like to advantage of the BCLA member discount, please [join](#) first and then resume your conference booking. Do not create multiple accounts if you already have a BCLA profile. Contact membership@bcla.org.uk if you require assistance with your subscription or need help accessing your account.

TRAINEE CLO'S

Trainee CLO's are eligible to receive the member discount but must first become a Pre-reg member of the BCLA. Any Trainee CLOs that currently have a free Student BCLA Membership will need to upgrade to BCLA Pre-Reg Membership. Trainee CLO's who do not wish to join as a member of the BCLA will be required to pay the non-member rate to attend the conference.

CURRENCY

All delegate packages will be charged in Great British Pounds (GBP). If your home currency is not GBP, then the cost of your package will be automatically converted to your local currency by your bank. The rates published on the BCLA website are for guidance purposes only; the actual rate charged will be based on the currency conversion rate at time of booking.

PAYMENT

The cost of your delegate package must be settled via the secure online booking system. BCLA accepts payment of individual delegate packages by card only. Note that we no longer accept AMEX payments. BCLA will not issue invoices or accept bank transfers or cheque payments for delegate registrations. If an employer is covering the cost of your registration fee and you do not have a card payment option from your organisation, then please use a personal form of payment and claim reimbursement from your employer using the booking confirmation e-mail and/or booking receipt which you can print from your BCLA profile on the BCLA website as proof of purchase.

GROUP BOOKINGS

There is no facility online to book multiple colleagues at the same time. Only one conference booking can be processed per account, therefore each delegate will need to register themselves individually. If you are registering on behalf of a colleague, you will need their permission to access their BCLA account to process their registration online. This will need to be done for each person you are registering on behalf of. Step by step instructions on how to process individual registrations can be found on the online booking page at www.bcla.org.uk

PROMOTIONAL CODES

We reserve the right, from time to time, to run special promotional offers on events. In the event of a Special Offer, additional terms and conditions may apply which will be made available at the time of booking and/or receipt of a promotional code.

If you have a promotional code, you must enter it at point of checkout when processing your online registration. You must enter the code before inputting your payment details by entering your code in the 'Promotional Offer' box on the checkout page and by clicking 'apply'.

Please note that your final receipt will show the total cost paid after the discount have been applied, but the promotional offer code reference will not appear on your final receipt.

You will not be able to redeem vouchers under any circumstances once your conference registration has been completed. A maximum of one code per customer can be redeemed at any given time. Promotional offer cannot be used in conjunction with any other offer. Please ensure that you read the separate terms and conditions of any given promotional code before redeeming.

REGISTRATION OPTIONS - PACKAGES

If you have registered for either a **One Day Package: Saturday Only (onsite attendance)**, **One Day Package: Sunday Only (onsite attendance)**, **Two-day Package: Saturday & Sunday (onsite attendance)**, you will receive:

- Onsite entry to the conference at The Vox Conference Centre, Birmingham, UK on your selected date(s)
- Access to the Lecture Track and Exhibition
- Opportunity to book a Workshop session*
- Opportunity to attend the Certificate Track*
- UK CPD points for the sessions attended
- Lunch and refreshments
- Conference badge
- Delegate pack

*Due to limited availability, sessions taking place in the workshop and certificate tracks must be booked separately at time of registration, subject to availability.

If you have registered for the **Live Streaming Package (online access only)** you will receive:

- Online access to the live stream of the Lecture Track of the BCLA Focus conference on Saturday 11 – Sunday 12 June 2022
- Online conference resources
- Interactive CPD points for online sessions attended
- Access to the virtual exhibition

REGISTRATION OPTIONS - PACKAGE RATES

Registration Options	Early Rate (Until 31 March)	Standard Rate (1 April - 24 May)	Late Rate (25 May - 8 June)
Full BCLA Member Rates			
Two Day Package: Saturday and Sunday (onsite attendance)	£140	£186	£210
One Day Package: Saturday or Sunday Only (onsite attendance)	£100	£133	£150
Live Streaming Package (online access only)	£40	£53	£60
Affiliate BCLA Member Rates			
Two Day Package: Saturday & Sunday (onsite attendance)	£170	£226	£255
One Day Package: Saturday or Sunday Only (onsite attendance)	£130	£173	£195
Live Streaming Package (online access only)	£50	£63	£70
Non-Member Rates			
Two Day Package: Saturday and Sunday (onsite attendance)	£280	£375	£420
One Day Package: Saturday or Sunday Only (onsite attendance)	£140	£186	£210
Live Streaming Package (online access only)	£80	£106	£120

Early bird rates apply until 23:59 (GMT) 31 March

Standard rates apply from 00:01 (GMT) 1 April until 23:59 (GMT) 24 May

Late registration rates apply from 00:01 (GMT) 25 May 2022 until 09:00 (GMT) 8 June

Online registration closes 09:00 (GMT) 8 June

WORKSHOPS (ONSITE ATTENDEES ONLY)

Workshops are free of charge but have limited availability, so must be pre-booked in advance online. Places will be allocated on a first come, first served basis and are available only to delegates attending BCLA Focus onsite at The Vox Conference Centre. It is vital that these sessions are booked at time of registration to avoid disappointment. Please review the programme before booking.

If you have already booked onto the conference and wish to add a workshop session to your booking, you should log in to your BCLA account online and go to the conference registration page to add a session to your booking, subject to availability, and proceed to checkout as normal. Note that you created your profile at the time you joined as a member or registered for the event. Your username is your email address. You can reset your password by following the steps shown [HERE](#). Please do not create duplicate profiles.

If your workshop place is confirmed it will be shown on your booking summary which is accessible when you log in to your online BCLA account/profile. Ensure that you arrive promptly for your session(s) as latecomers will not be admitted and will not receive CPD points for that session. Please note that delegates who have not pre-booked workshops will also not be admitted.

If you are not able to attend a workshop you have booked, you must cancel your place in writing by emailing events@bcla.org.uk. Where fees apply, workshop/peer discussion sessions are non-refundable.

There will be a waiting list system for workshop sessions that are fully booked. Contact events@bcla.org.uk with details of the session that you would like to be added to the waiting list for.

DATA PROCESSING CONSENT

BCLA is committed to protecting the privacy of our members and delegates and advise that any personal data you provide us will only be used for the purpose of processing your registration at this event.

- We will collect your name, telephone number and email
- We will ask you to submit dietary requirements (onsite attendees only)
- Your name will be displayed on your name badge provided at the event (onsite attendees only) or on your online profile (virtual attendees only)
- We will send you regular email updates related to this specific event
- For those joining the event online, your email address will be used to also receive a reminder email with a link to join the live streaming sessions before the start of the event

To proceed with your booking, you will need to give BCLA your consent when prompted at time of booking. You will not be able to progress through to registration without prior consent to this mandatory question.

Your contact details and attendance data may be retained by the event venue for 14 days (onsite attendees only). This is for the purpose of event safety. BCLA will only share your information if requested to by NHS contact tracers for the purpose of public health efforts to tackle COVID-19. This may occur in the event of a positive test for COVID-19 of someone at the venue; the NHS contact tracers may then contact you in due course. No sensitive personal information required as evidence of COVID-19 status for event attendance will be copied or shared in any way.

THIRD PARTY CONTACTS

We will include your full name and email address on the delegate list which will be available to BCLA 2022 Annual Sponsors to enable them to supply you with information about their products and services showcased at the BCLA Focus event only. At time of registration, you will be asked to opt in or opt out to receiving such information.

CORONAVIRUS (COVID-19)

BCLA is committed to ensuring a safe environment at our events and will continue to review and act on the latest public health/government coronavirus advice and guidance as it develops, and this may lead to changes in BCLA's terms for delegates at specific events.

Please be aware that for your safety, additional policies and procedures will be in place relating to personal hygiene, social distancing, and the wearing of face coverings at all face-to-face BCLA events. Visit www.bcla.org.uk for the latest information on current safety measures at BCLA events.

Standard T&Cs apply for coronavirus related cancellations. Please ensure you are familiar with BCLA's cancellation terms set out below before registering for the BCLA Focus event.

REFUND AND CANCELLATION

If you are unable to attend the BCLA Focus event for any reason (including for reasons relating to coronavirus) and need to cancel your booking, please let us know in ASAP by emailing events@bcla.org.uk

If you wish to cancel your booking, BCLA will offer you one of the following options:

- i) Change your registration package
- ii) An attendee substitution
- iii) A refund

i) CHANGE YOUR REGISTRATION PACKAGE

If you would like to cancel your registration package, BCLA in the first instance will offer you the opportunity to amend your booking to an alternative event package as follows:

- Convert your online only registration to an in-person registration
- Convert your in-person registration to a virtual registration

You must give written notification of a package substitution to BCLA by emailing events@bcla.org.uk. The last date to change your package is 9AM (GMT) 8 June 2022.

If the delegate package that you are switching to is not a like for like booking (i.e., substitute package is a different rate to what you originally paid) any difference due to the Association must be paid immediately (the registration rate at time of substitution applies). BCLA shall not be liable for reimbursing the difference in package cost if the amount due for the substitute package is of a lesser value.

ii) **ATTENDEE SUBSTITUTION**

If you are unable to attend the conference, we welcome a substitute delegate to attend in your place.

You must give written notification of a delegate substitution to BCLA by no later than 9AM (GMT) 8 June 2022 by emailing events@bcla.org.uk. You must inform BCLA of your contact details and of the contact details of the delegate who will be taking your place.

If the substitution is not a like for like booking (i.e. substitute person does not qualify for the same rates) any difference due to the Association must be paid immediately (note that the registration rate at date of substitution applies). BCLA shall not be liable for reimbursing the difference in package cost if the amount due for the substitute delegate is of a lesser value.

iii) **REFUND**

Refunds will be offered against the One Day Package: Saturday Only (onsite attendance), One Day Package: Sunday Only (onsite attendance) and Two-day Package: Saturday & Sunday (onsite attendance) only. If you have booked one of these packages, then where a registration fee has been charged, you will be entitled to a refund as follows:

- For cancellations made before 23:59 (GMT) 31 March 2022, the delegate shall be entitled to a 70% refund of fees paid.
- For cancellations made between 00:00 (GMT) 1 April 2022 – 23:59 31 May 2022 the delegate shall be entitled to a 50% refund of fees paid.
- No refunds will be offered for cancellations made after 00:00 1 June 2022.
- No refunds will be made for non-attendance.
- Under no circumstances will BCLA reimburse you for any expenses incurred in other arrangements to attend the event.

Refunds are not accepted against a Live Streaming Package (online access only). If you have booked a Live Streaming Package and no longer wish to attend the event online, you have the option to upgrade (fees apply) to a One Day Package: Saturday Only (onsite attendance), One Day Package: Sunday Only (onsite attendance) or a Two-day Package: Saturday & Sunday (onsite attendance), or to substitute your booking to a delegate who can attend online in your place.

CANCELLATION BY US

BCLA will make all efforts to run the BCLA Focus event as described on our website, however, if the event has to be cancelled or rescheduled, we will contact you as soon as possible to notify you of the change.

BCLA reserve the right at any time and without warning to change the venue of the event and/or speakers from those described in the programme. We also reserve the right in our absolute discretion, to cancel your booking where we need to do so due to circumstances outside of our control (including, but not limited to, situations where sufficient numbers have not booked for the event, the speakers are unavailable, or for reasons relating to coronavirus. BCLA shall have no

liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment (in full as soon as possible) or offer you an alternative event or registration package if one is available.

We will refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method. BCLA shall not be liable for reimbursing the cost of travel or accommodation arrangements made by individual delegates.