

Picker Learning from experiences: the person centred care symposium 2025

20th May 2025

IET, Austin Court, 80 Cambridge Street, Birmingham, B1 2NP.

Delegate Terms and Conditions

The symposium is organised and managed by Picker.

Event booking

1. Bookings for the Picker **Learning from experiences: the person centred care symposium 2025** should be made via the Picker website.

Picker reserves the right to refuse entry due to the event being at capacity. Picker will not be liable for any travel/accommodation costs incurred.

3. If the Picker **Learning from experiences: the person centred care symposium 2025** becomes fully booked, a waiting list will be established and delegates will be notified on a first come first serve if there are any cancellations.

Payment methods

4. The preferred method of payment is via credit/debit card at the time of registration via our website. A receipt of payment will be provided.

5. An invoice will be raised on request for payment via BACS, or similar, and this will be issued to the delegate (or other contact as advised) by Picker for payment. An invoice will be sent within five working days setting out the relevant payment instructions and terms. Payment is due immediately on receipt of this invoice.

6. All payments must be received prior to the day of the symposium.

7. Picker is a VAT registered organisation. Therefore, VAT is chargeable on the delegate fee.

Cancellation

8. In the event that Picker has to cancel symposium, we will refund any pre-paid registration fees. Picker shall not be liable for reimbursing the cost of travel or accommodation arrangements made by individual delegates.

9. If you are unable to attend the Picker **Learning from experiences: the person centred care symposium 2025** and need to cancel a booking, you must let us

know in advance and in writing by email to anna.beeton@Pickereurope.ac.uk Delegates will be reimbursed as follows:

- For cancellations up until 5pm six weeks prior to the event a 90% refund will be given.
- For cancellations up until 5pm four weeks prior to the event a 50% refund will be given.
- For cancellations up until 5pm two weeks prior to the event a 25% refund will be given.
- For registrations cancelled after that point or for failure to attend the conference, no refund will be given.

Force majeure

10. For the purposes of these terms and conditions, "force majeure" means any cause beyond our reasonable control including, but not limited to, war, acts of terrorism, governmental requirements, acts of local or central government or other competent authorities, acts of God and industrial disputes.

11. PICKER will not be liable to you for failure to perform any obligation under these terms and conditions or in relation to your booking to the extent that the failure is caused by force majeure.

Security

12. Delegates must adhere to any security requirements of the venue and Picker.

13. You may transfer the delegate pass, but this must be confirmed via email to anna.beeton@pickereurope.ac.uk at least 48 hours prior to the event.

Data protection

14. Your information will be held by Picker Group. For the purposes of the Data Protection Act, Picker is the data controller.

15. Picker may store the information you have provided on this form in a CRM system. We will use it for the administration of the event in question, to improve the services we provide and, unless you have chosen to opt out, to inform you via email of future PICKER news, events and other relevant activity.

16. You can choose to unsubscribe from Picker emails of this kind at any time. You may get your information updated or removed from Picker system by emailing communications@pickereurope.ac.uk

17. Your personal details will not be shared with any other organisations.

18. We may ask you to confirm your personal details to ensure they are accurate.

19. As you have provided personal information, we need you to consent to the processing of this data. By submitting the online booking form you are agreeing to us processing this data as described above.

Conditions of attendance

20. You must comply with instructions and directions given by staff and agents of the venue and Picker and any applicable policies and procedures of which you are notified.

21. We reserve the right to refuse access to, or remove any delegate from the symposium 2025 who, in our reasonable opinion has, or is likely to affect the enjoyment of the other delegates, in our reasonable opinion is acting under the influence of alcohol or drugs, or who uses threatening, abusive or insulting words or behaviour or who behaves in a manner which may cause a breach of the peace.

Content

22. Picker shall endeavour to ensure that the published programme for the symposium 2025 is provided. However, Picker reserves the right to alter published programmes.

23. Any opinions expressed by exhibitors or speakers are their own, and Picker cannot accept liability for advice given, or views expressed, by them.

24. All rights in all presentations, documentation and materials published or otherwise made available as part of the symposium (including but not limited to any documentation packs or audio or audio-visual recording of the symposium) are owned by Picker or are included with the permission of the owner of the rights.

Recording disclaimer

25. During this event we may do one or all of the following:

- Take general photographs
- Video record the event proceedings

26. Any subsequent photographs or recordings may be used in future Picker publicity materials only.

All video and audio recordings and photographs will remain the property of Picker. By submitting the registration form you are agreeing to the photographing and/or recording and/or filming of the proceedings, as described above, being made for future dissemination by Picker.

27. If you wish NOT to be photographed or video recorded, please let the organisers know on arrival.

Limitation of liability

28. Personal arrangements including travel, accommodation or hospitality relating to the Picker symposium 2025 which have been arranged by you are at your own risk, including any venue hotel offers that are booked via links on our website.

29. Neither Picker nor the venue will be responsible for any loss, theft or damage to your personal belongings, other than caused as a result of our negligence or that of the venue or other breach of statutory duty by us or the venue.

30. You will be responsible for paying for any damage which you cause to property at the venue including the cost of additional cleaning where charged by the venue.

Health and safety

31. You must comply with all relevant legislation relating to health and safety and with any safety announcements and venue regulations of which you are made aware whilst attending Picker events.