

Delegate terms and conditions

1. Definitions

1.1 In these terms and conditions, the following terms have the following meanings: "Company" The employer of the Delegate as named on the booking form. "Delegate" Any person who attends the European Healthcare Design 2026 Congress. "Conference" The European Healthcare Design 2026 Congress | 5-17 June 2026. "Organisers" SALUS Global Knowledge Exchange, a division of Sansom & Sansom Associates Ltd. "Package" The facilities and services offered during the Event to include access to the virtual event platform, including virtual expo, networking and registered webinar sessions.

2. Law and Jurisdiction

2.1 These terms and conditions shall be governed by and construed in accordance with English law and any disputes resulting from an interpretation of these terms and conditions shall be settled by UK court.

3. Applications and bookings to attend an Event

3.1 Applications and bookings to attend an Event must be made via the European Healthcare Design 2026 Congress online registration page, or the Organisers' official booking form, which must be completed in full. The Organisers may accept applications in writing, at their sole discretion, and on the understanding that these terms and conditions must be signed. No alterations to these terms and conditions can be accepted without the written consent of the Organisers.

4. Cost

4.1 The Conference will include all the facilities and services more specifically set out in the Contract.

5. Contract and Termination

5.1 On the acceptance of the official booking form or online booking by the Organisers, a contract relating to the Event will exist between the Organisers and the Company. In case of non-payment of any sum due from the Company, whether legally demanded or not, or of the breach, or non-observance, by the Company or the Delegate of any of these terms and conditions, or any regulations to be observed by the Company or the Delegate, the Organisers shall have right to terminate the contract and to refuse passage to the Delegate or attendance to the Event by the Delegate without prejudice to the right to recover all sums payable by the Company and all other claims against it, and any loss or damage sustained by the Organisers.

6. Withdrawal or Cancellation by Company Delegate

6.1 Any notification of withdrawal or cancellation by the Company and/or Delegate must be in writing and sent to the Organisers. Cancellation will be deemed to have occurred when written notification has been received by the Organisers.

6.2 The withdrawal of delegates causes the organisers a loss of earnings and therefore, cancellations are charged at the following rates:

- 50% of the delegate fee after 1 May 2026
- 100% of the delegate fee after 15 May 2026

6.3 Cancellation of delegate pass results in 100% payment due with 7 days of receipt of the cancellation invoice

7. Payment terms

7.1 Payment Due 7 days from Invoice Date. Delegates booking by invoice or bank transfer option will not have rights to attend the conference until payment is made in full and will not be allowed to attend any sessions or functions at European Healthcare Design 2026 Congress. Payments by bank transfer can be made until 29 May 2026. After this date payment will only be accepted by credit card.

7.2 Once a delegate booking is complete, no future promotional offers can be used in conjunction with the original booking.

7.3 This clause does not invalidate the delegates obligation under clause 6.

8. Insolvency

8.1 In the event of the Company becoming insolvent, or going into liquidation, or having an administrator or receiver appointed, or entering into a voluntary arrangement, the contract with it may be terminated at the option of the Organisers and the provisions of clause 6 will apply.

9. Prohibition of Transfer

9.1 The Company may not transfer or share the in-person congress tickets from or between one named Delegate and another person without the prior written consent of the Organisers. The Company and named delegates are also prohibited from sharing their credentials and log-in details for the virtual event platform to provide access to another person. The provisions of clause 6 will apply where a Delegate named on a booking form does not attend the Conference. The Organisers reserve the right to refuse passage and attendance to the Conference to an individual who is not the named Delegate where consent has not been given in accordance with the provisions of this clause.

10. Postponement, abandonment or speaker cancellation

10.1 To the fullest extent permitted by law the Company shall not have any claim against the Organisers in respect of any loss or damage consequent upon the failure for whatever reason to hold any part of the Event or of the venue at which the Event is scheduled to take place becoming wholly or partially unavailable. If by re-arrangement or postponement of the period of the Event, or by substitution of another venue for the holding of the Event, or any other reasonable manner, the Event can take place, the contract between the Organisers and the Company shall remain in force.

10.2 If the Organisers have to alter the content or timing of the Conference Programme or the identity of any speakers, for any reason whatsoever; the organisers are not liable to refund delegate fees or pay for additional costs incurred by delegates attending European Healthcare Design 2026 Congress.

11. Insurance

11.1 No responsibility can be accepted by the Organisers for any consequences arising from postponement or abandonment of the Event. The Company should take out its own insurance to cover all liabilities and risks as well as non-attendance by the delegate for what ever reason.

12. Information and Copyright

12.1 Information supplied by the Organisers in relation to any event is accurate to the best of their knowledge and belief, but shall not constitute any warranty or representation by the Organisers and any inaccuracy or mistake in such information or omission from it shall not entitle the Company to cancel its booking.

12.2 Unless stated otherwise, all information and data relating to the Event, which is supplied by the Organisers to the Delegate, is for use by that Delegate only, is the copyright of the Organisers and cannot be passed on to any third party for any purpose.

14. Exclusion

14.1 The Organisers reserve the right to remove from the Event any person whose presence, in the Organiser's opinion, is or is likely to be undesirable or may put the safety/wellbeing of the participants at risk.

15. Data Protection

15.1 The Company acknowledges that the Organisers will be entitled to use the Company and Delegate details in accordance with the UK data protection laws.