



5 & 6 July, London

Day 1: IET London, Savoy Place

Day 2: Trowers & Hamlins, London

What Next? 2023 Conference Ticket Terms & Conditions

General

1. The main conference day 'Day 1' will take place on 5 July 2023. An optional additional day of workshops (Knowledge Exchange Day) will take place on 6 July 2023. Tickets can be purchased as 'Day 1 Only', 'Knowledge Exchange Day Only' or 'Full Conference' tickets including both days.
2. The conference is organised and managed by Associated Retirement Community Operators Ltd, a company registered in England and Wales with registration number 08209801 and registered at The Heals Building, Suites A&B, 3rd Floor, 22-24 Torrington Place, London, WC1E 7HJ.
3. Upon booking, you acknowledge and accept that we have the right to publicly announce our business relationship with you, which shall include but not be limited to announcements on social media. Such announcements shall not be disparaging or otherwise adverse to your business.
4. For data protection information and how we process and use your data please see our [Privacy Policy](#).

Bookings

1. The ARCO *What Next?* 2023 Conference is a professional conference for delegates attending for purposes wholly or mainly relating to their trade, business, craft, or profession. If you wish to attend the ARCO Conference as a consumer (i.e., for purposes outside your trade, business, craft, or profession) please contact us at events@arcouk.org before booking.
2. All applications to register for the conference are subject to availability and you making full payment.
3. Delegates working at an organisation which is a registered ARCO Member (including Full, Provisional and Prospective Members), Member of the ARCO Accelerator Programme, ARCO Strategic Partner, ARCO Partner or member of the ARCO Affiliate Network can purchase tickets at a reduced rate. Details for delegates booking reduced rate tickets will be cross-checked to ensure that they fulfil the above criteria.

4. Delegates can book for a one-day conference only (Day 1 or Knowledge Exchange Day), or a package including the Day 1 conference and Knowledge Exchange Day (Full Conference).
5. Full Conference Tickets are transferrable within organisations for the second day. This means that a different delegate can attend the Knowledge Exchange Day to the delegate attending Day 1 of the conference, so long as both delegates are from the same organisation. When booking, you will be asked to name the delegate attending on each day and provide a contact email for each attendee.
6. Delegates cannot book for part of a day or a specific session.
7. Please provide names and email contact details of all delegates so they can be directly informed of any conference programme changes, updates and news to help them plan their visit.
8. If not known at the time of booking, delegate names and dates of attendance should be sent to ARCO by close of business on **Tuesday 20 June 2023** at the latest.
9. Delegates are advised that in booking to attend the conference they may be required to present evidence of a negative Covid-19 test result and/or proof of vaccination to attend the event if this is required by Government legislation and/or guidance and/or venue requirements. All delegates will be advised of any Covid-19 related entry requirements for the event in advance of the conference. Failure to comply with the entry requirements will result in your being unable to enter the event.
10. Any delegate, regardless of vaccination status, who within 14 days prior to the date of their attendance at the conference: has tested positive for Covid-19, has had any symptoms of Covid-19 (high temperature, new continuous cough and/or a loss or change to a sense of smell or taste), has been advised to self-isolate, or has been in close contact with a person who has tested positive for Covid-19 or developed symptoms of Covid-19, should NOT attend the event but should contact ARCO as soon as possible to inform us. You will be able to substitute a delegate from the same organisation or be offered a refund. We reserve the right to request evidence that you fulfil the conditions of this clause before issuing any refund.
11. Attending from overseas: In the event of a visa not being issued to a delegate after a place has been booked, our ordinary Cancellation policy below will apply. We strongly advise that bookings are not made until visas have been obtained. ARCO do not issue letters of invitation to anyone wishing to attend. In the event of restrictions on entry to the UK, and/or quarantine requirements being in place due to Covid-19 preventing a delegate's attendance at the conference, our ordinary Cancellation policy below will apply unless the entry restriction and/or quarantine requirement was put in place after the ticket was purchased. In these circumstances you should contact ARCO as soon as possible to inform us and you will be offered a refund. We reserve the right to request evidence that you fulfil the conditions of this clause before issuing any refund.

Fees & Payment

1. Prices for attending the conference are set out on our website or can otherwise be obtained from us upon request. Prices may be subject to change from time to time.
2. VAT of 20% will be added to ticket costs at the time of payment.

3. Payment is to be made online via ARCO's website. In some instances, we may be able to invoice for payment – please contact the [Events Team](#) if you have a query regarding this.
4. After online payment, you will receive an order confirmation and receipt by email. Please check for this in your spam and inboxes and keep this for your records as receipt and proof of purchase.
5. Delegate fees do not include accommodation.
6. Registered delegates who do not attend the event will still be liable for the full delegate fee and will not receive any refund if payment has already been made regardless of time of booking.

Cancellation & Booking Changes

1. Delegate substitutions/name changes can be made at any time up until the event at no extra charge, when substituting a like-for-like delegate type, so long as delegates are from the same organisation. If substituting another type of delegate, there could be an additional charge levied.
2. ARCO requires written notification of all cancellations.
 - a) Cancellations made to and including 1 May 2023 will incur an administrative cancellation charge of £50.00 plus VAT, per delegate.
 - b) Cancellations made from 2 May 2023 up to and including 1 June 2023 will incur an administrative cancellation charge of 50% of the ticket price plus VAT, per delegate.
 - c) Cancellations received on or after 2 June 2023 will be liable for the full delegate fees and no refunds will be given where payment has already been made except as **set out in point 10-11 under Bookings**. It may be necessary for reasons beyond our reasonable control to alter the advertised content, timing and/or location of the conference or the advertised speakers. We reserve the right to do this at any time. If we need to alter the time and/or location of the conference, we will provide you with notice of the same and will offer you the choice of a refund or the opportunity to attend the conference as varied.
3. We shall not be liable to you for travel, accommodation or other costs and expenses incurred (including wasted costs and expenses) if we are required to cancel or relocate the conference, or amend the method of delivery of the conference (for example to a hybrid or virtual event) as a result of an event outside our control (including, without limitation, acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts of terrorism or threats of any such acts, any strike action, lock-outs or other industrial action and a pandemic, epidemic or other widespread illness).
4. We shall not be liable to you for travel, accommodation or other costs and expenses incurred (including wasted costs and expenses) if you fail to attend the conference or are unable to do so for any reason except for an unlawful act on our part, including but not limited to any of the circumstances outlined in **points 9-11 in Bookings above**.

For booking queries please call the ARCO Events team on 0203 697 1204 or email at events@arcouk.org