



2 & 3 July, London

Join the debate at the UK's pivotal
Integrated Retirement Community conference
Day 1: IET London, Savoy Place
Day 2: Trowers & Hamlin, London

What Next? 2025 Conference Ticket Terms & Conditions

General

1. Day 1 of the conference will take place on 2 July 2025. An optional additional day of workshops (Knowledge Exchange Day) will take place on 3 July 2025. 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 167-169 Great Portland Street, 5th Floor, London, W1W 5PF.
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?* 2025 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 as different terms and conditions may apply.
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 Day 1 only, Knowledge Exchange Day only, 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. Tickets cannot be shared between colleagues for the same day.
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 **Wednesday 18 June 2025** at the latest.
9. 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.

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 using Stripe payment processor. In some instances, we may be able to invoice for payment – please contact the [Events Team](#) if you have a query regarding this.
4. Payment must be received in advance of the conference in order to attend.
5. After online payment, you will receive an order confirmation and receipt by email from events@arcouk.org. Please check for this in your spam inboxes and keep this for your records as receipt and proof of purchase.
6. Delegate fees do not include accommodation.
7. 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 27 June 2025 at no extra charge, when substituting a like-for-like delegate type, so long as delegates are from the same organisation. If substitutions/name changes are requested after this date, we cannot guarantee that we will be able to make the change request. 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 2025 will incur an administrative cancellation charge of £50.00 plus VAT, per delegate.

- b) Cancellations made from 2 May 2025 up to and including 16 May 2025 will incur an administrative cancellation charge of 50% of the ticket price plus VAT, per delegate.
 - c) Cancellations received on or after 17 May 2025 will be liable for the full delegate fees and no refunds will be given where payment has already been made.
- 3. It may be necessary, for reasons beyond our reasonable control, to alter: the advertised content, date, timing, method of delivery and/or location of either or both *What Next? 2025* Conference days, and/or the advertised speakers. We reserve the right to do this at any time. In the unlikely event that we do alter the date, time, method of delivery and/or location of one or both Conference days, we will provide you with notice of the same.
 - 4. 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, alter the timing of 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 beyond our reasonable control, including (but not limited to) any abnormal inclement weather, flood, lightning, storm, fire, explosion, earthquake, subsidence, structural damage (including damage to the venue necessitating emergency repair work), epidemic or other natural physical disaster, failure or shortage of power supplies, war, military operations, riot, crowd disorder, vandalism, arson or criminal damage to the venue, terrorist action, or civil commotion, or cancellation of, rescheduling of or restrictions placed upon the event by national or local authorities and/or the venue manager.
 - 5. 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.

Conference Conduct

- 1. All delegates will be advised of any national or local government and/or venue 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.
- 2. Delegates are expected to conduct themselves in a professional manner on the day, respect their fellow delegates and exhibitors and take any direction from the ARCO, IET or Trowers & Hamlins Event teams.
- 3. Failure to comply with these Conference Conduct provisions may result in your being unable to enter the venue or being asked to leave the venue, in which case no refund or delegate substitution will be available, and we will not be liable to you for any costs or expenses incurred (including wasted costs and expenses).

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