

EMIS NUG **Annual** **Conference 2023**

13TH - 15TH SEPTEMBER 2023
TOTTENHAM HOTSPUR'S, LONDON

[REGISTER NOW](#)



emisnug
NATIONAL USER GROUP

EMIS NUG ANNUAL CONFERENCE TERMS & CONDITIONS

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Prior to processing your booking, you must read and sign the terms and conditions by selecting the box agreeing to them on the online registration booking form.

1. DEFINITIONS

<i>Conference</i>	The EMIS National User Group Conference 2023
<i>Substitution</i>	The action of replacing someone
<i>Cancellation</i>	The action of cancelling something that has been arranged or planned.
<i>Organiser</i>	Outsourced Events on behalf of the EMIS National User Group

2. CONFERENCE CONFIRMATION

- Please note you are not guaranteed attendance at the EMIS NUG Annual Conference 2023 until you have received an email confirmation and payment has been made. All confirmation emails should be received within 24 hours of your booking being made. If you do not receive this please contact emisnug@outsourcedevents.com

3. PAYMENT TERMS

- We must receive full payment prior to the event start date on **13 September 2023** without exception. Unpaid bookings may be cancelled at the sole discretion of the event organisers if they deem it necessary to release delegate places to others.
- Any delegates arriving at the conference, with an outstanding balance, will be asked to settle on-site via card payment only. Please note under no circumstance will individuals be allowed into the event without settling their outstanding balance.
- Early Bird Discounts' or other time-limited promotions will only apply where full payment is received before the end of the applicable promotion period. In the event that payment has not been received prior to the end of the offer, registrations will be cancelled.
- Any bookings made within four weeks of the event from **18 August until 13 September 2023** will be required to pay via credit or debit card only. If this causes difficulty please contact our event team on +44 (0) 330 460 6007 or email emisnug@outsourcedevents.com.

By Invoice

- If you request to be invoiced, payment terms will be 7 days from the date of the invoice. An invoice will be generated and sent out to you via email. If your company uses Purchase Order Numbers, please input this at the time of booking as failure to do so may cause problems with your booking.
- If at a later date you wish to pay your invoice by card, please call +44 (0) 330 460 6007. We are unable to accept payments by invoice from **Friday 18 August 2023**.
- Late Payments: For all invoices that are not settled within 14 days before the conference we reserve the right to cancel all associated delegate places booked.
- Please note we do not accept cash or cheque payments. If a cheque is sent to us we will return this to you. Please note attendance is not confirmed until payment has been received and sending a cheque may delay confirmation of your attendance.

4. SUBSTITUTIONS

- Delegate substitutions are allowed, without charge, up to the day of conference. If you need to substitute a place for yourself or your colleague, please take the following action;
- *Up to two days prior confirmation of substitution must be made in writing to emisnug@outsourcedevents.com with acknowledgement of substitution received by delegate.*
- *The day before and on the day of the conference the substitution must contact the events team on +44 (0) 330 460 6007 to inform of the substitution. Alternatively, they must report themselves to the team during registration so their booking can be amended as appropriate.*
- Please note once a booking has been made, delegate fees will be due in full even where the delegate does not attend (subject to cancellation rights below).

5. CANCELLATIONS

If you need to cancel your booking the following charges apply:

Up to 14 July 2023	No charge
From 15 July 2023	100% cancellation

- Confirmation of cancellation must be in writing emisnug@outsourcedevents.com, with an acknowledgement received from the organiser. If you do not receive this within one week of your cancellation you must contact +44 (0) 330 460 6007 to confirm it has been received. No requests to cancel will be deemed accepted until you have been advised by the organisers.
- Delegates are allowed to amend their booking. Please note cancellation charges (as per breakdown above) are still applicable if a reduction in the amount due has arisen from amendments made.
- As noted prior, once a booking has been made, delegate fees will be due in full even where the delegate does not attend (subject to cancellation rights below).
- The event organisers reserve the right to cancel this event if deemed necessary in its opinion, or if circumstances arise outside of its control up to and including the day of the event. In such circumstances all delegate fees will be refundable except in the event of cancellation due to fire, flood, terrorism, a legal order or act of God. In any circumstances, the event organisers will not be held liable for any compensation or for any losses occurred in arranging or travelling to attend the event.

6. FAILURE TO ATTEND

- Failure to attend the Conference without prior notification will still make the delegate liable for the full conference payment.

7. PROGRAMME

- Changes to any aspect of the conference (including speakers) may be necessary due to events outside the control of the organisers. The organisers therefore reserve the right to make any necessary amendments to the programme or timings of the event. The most up to date version of the programme will always be available on the website.
- Views expressed by speakers are their own. EMIS NUG cannot accept liability for advice given, or views expressed, by any speaker at the conference or in any material provided to delegates.

8. FILMING & PHOTOGRAPHY

- Please note that the EMIS National User Group Conference may be filmed/ photographed by EMIS and the EMIS National User Group. The footage will be distributed in the public domain and may be used for promotional purposes on-line and/or in printed materials.
- Delegates who do not wish their images to be included in this material should contact the organisers by email at emisnug@outsourcedevents.com prior to the event.
- Attendees at EMIS NUGs Annual Conference are required to respect the privacy of other participants and refrain from any unauthorised or unwelcomed recording or photography.
- **Recording of any presentations** is prohibited unless this has been contracted for this purpose by or on behalf of EMIS NUG.
- **Unpublished data:** participants are not allowed to take photos, videos, screenshots or other recordings of presentations containing any unpublished material presented at Annual Conference, unless express prior consent by the presenter has been ascertained. Expressed consent is a written confirmation by the author in a live chat or email correspondence.

9. DATA PROTECTION

- We respect and value your privacy. We will only collect and use personal data for individuals who register to attend our conference. This data collected will only be used in the manner described below and one that is consistent with your rights under the law.
- **What data do we collect:** If you chose to register for the EMIS NUG annual conference we will collect the following data from you; Name, Email Address, Job Title, Phone Number, Address
- **How will we use your data:**
 - E-mail you a conference confirmation email confirming your registration.
 - E-mail you an invoice or credit/debit receipt (as applicable).
 - E-mail you event joining instructions outlining final important information such as car parking and programme timings.
 - E-mail you a thank you for attending and link to our conference survey.
 - Contact you via email or telephone to chase any outstanding conference payments.
 - We will only supply you with conference event updates including programme information and news if you chose to opt-in to the EMIS NUG Event News mailing list, held on Mail Chimp. These emails will be sent monthly, maximum two per month. You have the right to unsubscribe to this database at any time.
 - If you have opted to provide your mailing address, we may send you a flyer promoting the event.
 - We will not send you any unsolicited marketing or spam and will take reasonable steps to ensure we comply with our obligations under GDPR.
 - We do not keep your personal data for any longer than is necessary in light of the reason for which it was first collected. If our privacy policy changes, in accordance to the law, we will email you to notify you.

- **How do we store your data:**
 - All data will be stored on our dedicated registration platform Eversio. To view Eversio Privacy policy [click here](#).
 - If you opt-in to receive the EMIS NUG Event News your first name, last name and email address will be held on Mail Chimp. To view Mail Chimps privacy policy [click here](#).

- **Do we share your data:**
 - We contract with a third-party event agency Outsourced Events Ltd to supply and manage our events on behalf of the EMIS NUG. Outsourced Events Ltd will require access to your data for Event Management & Marketing for EMIS NUG events only.
 - If you have opted to receive a CPD certificate post event, your first name, last name and email address will be shared with CPD who will use this information to send the certificate.
 - Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

- **How can you control your data and access it:**
 - When you submit personal data via the registration platform, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes. You will have the option to opt-in to receive event news updates.
 - You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge.

10. GENERAL

- All access and dietary requirements must be advised at time of registration in order to ensure that these requests are catered for. Failure to do so may not enable us to cater for these requirements.

11. CONTACT

- If you have any questions about your booking or the conference then please contact emisnug@outsourcedevents.com or call +44 (0) 330 460 6007.