

**The Health Food Manufacturers' Association**

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## **HFMA Event Terms and Conditions**

This document defines the terms and conditions ("T&Cs") on which we enable you to make a booking for a place on any of our meetings, courses, conferences or seminars ("Event") listed in our publications, flyers, e-bulletins, social media and on our website ([www.hfma.co.uk](http://www.hfma.co.uk)). Please read these T&Cs carefully before booking any of our events. You should understand that by booking any of our Events, you agree to be bound by these terms and conditions.

### **1. Price and payment**

The price of any of our Events are available on our website. Prices listed are inclusive of VAT (if VAT is applicable) at the prevailing rate unless otherwise stated.

Prices are liable to change at any time, but changes will not affect bookings in respect of which we have already sent you a Booking Confirmation, except in cases of obvious error.

You may pay for your booking online by credit and debit card. Credit and debit card payments made online through EventBrite are processed by a secure payment collection service, please see [www.eventbrite.co.uk](http://www.eventbrite.co.uk) for information on the payment procedure.

Please note, we ensure our emails are secure as possible, however, please do not send us payment information using email. Unless we are proven to be fraudulent or negligent, we will not be liable to you for any losses caused as a result of unauthorised access to the personal and transactional information that you provide us or EventBrite when making a booking.

### **2. Special Offers**

We reserve the right, from time to time, to run special promotional offers on events. Special Offers may include, but are not limited to, price promotions. In the event of a Special Offer, additional terms and conditions may apply which will be made available at the time of booking.

### **3. Confirmation of booking**

After making a booking you will receive an e-mail from us acknowledging that we have received your booking request. Please note, your booking is not confirmed until full payment has been received.

The contract between us ('Contract') will only be formed when we send you the Booking Confirmation email and receive full payment. Should there be a limited number of places at each Event these will be allocated in order of receipt of bookings.

### **4. Joining Instructions**

You will receive joining instructions confirming timings and venues once your booking has been processed. If you have not received this one week prior to the event, please contact us at [hfma@hfma.co.uk](mailto:hfma@hfma.co.uk). Prior to contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been sent to these inboxes by your email client.

## 5. Attendees

By agreeing to the T&Cs of the booking, the attendee is also agreeing to conduct themselves safely, professionally and respectfully at all Health Food Manufacturers' Association ("HFMA") Events.

## 6. Course/Event Content

We reserve the right to make changes to the published programme of an Event (but not the overall content), for example to timings and/or speakers if one of the advertised speakers is unable to attend. In such cases, you will not be entitled to a refund if you cancel your place.

## 7. Course/Event Venue

Our Events are held at a number of venues throughout England. You acknowledge that we may have to change the published venue for the event for reasons beyond our control and in such cases, you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.

You are liable for any loss or damage which you may cause to our premises or that of the external venue and agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at any venue from time to time.

If you have a disability or medical condition that requires special arrangements to be made, or specific dietary requirements, please notify us of your requirements when making your booking.

## 8. Virtual Courses and Events

HFMA also organise Virtual events. This includes training courses, meetings and conferences. Currently, we are using our website and Zoom in order to deliver these events online. Zoom is a GDPR-compliant video conferencing platform with full end-to-end encryption.

We have assessed the associated risks of using an online platform and also the implications for GDPR legislations. We are confident that we have mitigated against any risks associated with using an online platform and have implemented the following measures:

- All meetings are password protected.
- All meetings use the Zoom waiting room to allow us to screen attendees before they are admitted.
- Attendees are advised not to share the Zoom link.
- A HFMA staff member monitors and is present for the duration of all events.
- HFMA has the ability to remove any attendee if their behaviour is deemed inappropriate.
- Participants are made aware if the meeting is to be recorded.
- HFMA will require members to register for some events and the data is stored in line with GDPR requirements.
- For further information on how Zoom handles personal data and cookies, please visit <https://zoom.us/gdpr>.

If you have any questions on virtual meetings and how this may affect your personal data, please contact [hfma@hfma.co.uk](mailto:hfma@hfma.co.uk)

## 9. Our Cancellation and Refund Policy

Cancellations received in writing more than one month but less than 3 months before the Event, will be subject to a 50% administration fee. No refunds will be made for cancellations less than one month prior to event or for non-attendance. If cancellation by the delegate is prior to 3 months before the event - the delegate shall be entitled to a full refund. Substitutions received in writing can be made at any time provided that the substitute attendee meets any applicable eligibility criteria for the relevant Event.

We reserve the right at any time and without prior warning to change the venue of the Event and/or Speakers/Chairperson from those described in the programme. We also reserve the right in our absolute discretion, to cancel your booking where we need to do so due to circumstances outside of our control (including, but not limited to, situations where sufficient numbers have not booked for the Event or the speakers are unavailable or cancel the Event or if you are more than 30 days in arrears with any payment due to us, or if it may prejudice our reputation). We shall have no liability for losses or costs which you

may incur due to such cancellation, but we shall refund your booking payment (in full as soon as possible) or offer you an alternative Event if one is available.

You have the choice of accepting the refund or attending the alternative Event.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method.

#### 10. Rights in Materials

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our Events (including, without limitation, course notes, slides, brochures, articles or case studies) are the property of HFMA or of our speakers. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

#### 11. Images

We often take photographs or videos at events for marketing purposes. By attending an event, you are giving us permission to use the images or videos in which you may be present. In addition, these images or videos may be shared and stored on third-party platforms. Should you not wish to appear in any images or videos, please notify a HFMA staff member at the event.

#### 12. Our Liability

Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings. We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises or at external venues save for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.

We will not be responsible to you or any third party for any business loss (including loss of revenue, profits, contracts, anticipated savings, wasted expenditure, data or goodwill) or any other loss or damage which does not result directly from our actions.

Nothing in these online event booking terms and conditions excludes our liability to you for personal injury or death caused by our negligence.

#### 13. Events Outside Our Control

HFMA shall not be liable for the delay or cancellation of an event, if the delay or cancellation is caused by circumstances or events outside our reasonable control. A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes (without limitation) the following:

- Strikes, or industrial action
- Riot, terrorist attack or threat of terrorist attack, war.
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster; Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.
- Impossibility of the use of public or private telecommunications networks
- The acts, legislation, regulations or restrictions of any government.

Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

#### 14. Written Communications

We will contact you by e-mail or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with

any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

#### 15. Privacy

Our [Privacy Policy](#) explains how we will use the information which you have provided to us.

#### 16. Publicity

We may use photographs or video clips taken at Events in publicity and marketing materials, including use on our website. Your attendance at an Event may mean that you are featured in such photographs or video clips, and you are deemed not to object to the taking of such photographs as detailed above. If you do not wish to be included in any photograph, please notify a HFMA staff member at the relevant Event prior to the photographs or videos being taken.

#### 17. Our Right to Vary These Terms and Conditions

We have the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.