

Section 5: Terms and Conditions

Definitions Applying to the Terms and Conditions

Booking Form: means the organiser's form by which the Delegate / Sponsor / Exhibitor engage with CIH services / products which is accepted by the organiser.

Exhibitor: means the party with which the organiser has entered into contract with and granted space at the Conference / Event and any of its respective employees, servants, contractors, sub-contractors or agents.

Organiser: means the Chartered Institute of Housing.

Sponsor: means the party which the organiser has agreed will sponsor a Conference / Event and any of its respective employees, servants, contractors, sub-contractors or agents.

Delegate Bookings

Booking Information

1. Please do not send any payment with this booking. CIH will issue an invoice for payment once your booking has been processed.
2. Payment terms are strictly 7 days from the date of invoice.
3. Multi Bookings: Multiple booking discounts only applies where multi discounts are offered and when all places are booked at the same time.
4. If at the time of booking, you do not know the names of delegates, please let us have names no later than two weeks before the event.
5. Please note that CIH cannot guarantee that delegates' names will be printed on the delegate list (where prior consent has been given) and a badge produced, if bookings are received within 10 working days of an event.
6. Joining Instructions (JI): JIs will be sent out 5 working days before the event. If you do not receive your JIs please call the events team on 024 7685 1722. If you decide not to attend an event because you have not received JI's you will not be eligible for a refund.
7. All CIH members are entitled to receive the discounted rate as indicated. If you are not currently a CIH member and would like to benefit from this discount please contact Membership Services on 024 7685 1700 or email membership.services@cih.org or visit our website www.cih.org/hellomembership.

Booking Confirmation

1. Email correspondence will not be taken as confirmation of a booking. A booking will be guaranteed on receipt of this completed and signed booking form.
2. Please keep a photocopy of the booking form for your records.
3. CIH events will not be liable for reimbursing delegate fees if delegates are not able to attend an event due to circumstances out of CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other Force Majeure or Act of God.

Cancellations

1. Delegate cancelled bookings will be subject to the following cancellation charges:
 - Within 20 working days of the event - full fee
2. All cancellations must be made in writing.
3. No liability will be accepted for other associated costs, such as pre booked accommodation or travel. We will not refund any other costs you may incur as a result of this cancellation.

Limitation of liability

1. Under no circumstances shall CIH be liable for any indirect, incidental, special, consequential or exemplary damages arising from these terms and conditions, including loss of profits or lost revenues, business interruption or loss of business information or otherwise, even if it has been advised of the possibility of such damages. The limitations of this section do not apply to the extent damages or losses are caused by CIH's intentional or grossly negligent conduct.
2. In all cases in which CIH is liable to pay damages, CIH's aggregate, cumulative liability under or in connection with these terms and conditions shall not exceed the total amount of the delegate fee.
3. Delegates are responsible for taking care of their own property and all personal belongings are left on premises at delegates own risk.
4. CIH accepts no responsibility for any loss incurred whilst using material or information gained at this event.

Data Protection

1. CIH processes personal data in compliance with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and the Data Protection Act.
2. In making this booking your contact details will be stored on our database. CIH will use your data for the purposes of processing your booking, administration and analysis according to its Privacy Policy found [here](#).