



Terms & Conditions

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- do anything that may interfere with or disrupt this website; or submit or post, email, transmit or otherwise make available any content using this website, which is vulgar, unreliable or misleading, abusive, threatening, defamatory, obscene, offensive, liable to cause harassment and/or



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5. Links from this website. PATOSS takes no responsibility for the content of external Internet sites. Other websites that we link to are owned and operated by third parties and PATOSS has no control over them. The fact that we include links to other websites does not mean that PATOSS approves of or endorses any other third-party website or the content of that website. We accept no liability for any statements, information, products, or services that are published on or are accessible through any websites owned or operated by third parties.

6. Members.

6.1 If you are a member of PATOSS then you are permitted to access certain materials that are not available to other users of this website ("Member Materials"). Members are only permitted to disclose Member Materials to other members and must not disclose them or any part of them to anyone else or use them for anything other than the member's internal business purposes.

6.2 Employees of member organisations may be allowed access to the Members Only section of the website. Access can only be authorised by the relevant member organisation's key contact who must contact the PATOSS office to arrange access.

6.3 PATOSS reserves the right to terminate access to the Members Only section of the website at any time. Should an employee of a member organisation cease to work for a member organisation the member organisation is responsible for notifying the PATOSS office of the date for termination of access.

7. Refund/Cancellation Policy.

7.1 Membership Refund/Cancellation Policy.

7.1.1 PATOSS reserves the right to refuse/cancel a membership in the organisation PATOSS.

7.1.2 If PATOSS refuses a new or renewing membership, registrants will be offered a refund.

7.1.3 Membership Cancellation by Participant.



7.1.3.1 Membership cancellations received within 14 days of registration may be eligible to receive a full refund less £25 service fee.

7.1.3.2 Cancellations received after the stated deadline will not be eligible for a refund.

7.1.3.4 Cancellations will be accepted via phone, fax or e-mail, and must be received by the stated cancellation deadline.

7.1.3.5 All benefits and incentives received by participant must be cancelled/returned to the PATOSS.

7.1.3.7 All refund requests must be made by the attendee or credit card holder.

7.1.3.8 Refund requests must include the name of the attendee and/or transaction number.

7.1.3.9 Refunds will be credited back to the original credit card used for payment.

7.1.3.10 These above policies apply to all PATOSS memberships unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.

7.2 Event Refund/Cancellation Policy.

7.2.1 Event Cancellation by PATOSS/Sponsor

7.2.1.1 PATOSS reserves the right to cancel an event, either face to face or online, due to low enrolment or other circumstances which would make the event non-viable.

7.2.1.2 If PATOSS cancels an event, either face to face or online, registrants will be offered a full refund.

7.2.1.3 Should circumstances arise that result in the postponement of an event, either face to face or online, PATOSS has the right to either issue a full refund or transfer registration to the same event at the new, future date.

7.2.1.4 In the case of cancellation of the event, either face to face or online, PATOSS bears no responsibility for any loss incurred by delegates for transport or accommodation relating to the event.

7.2.1.5 The information contained in this leaflet is correct at the time of printing, however, PATOSS reserves the right to make changes to the programme, either face to face or online, without prior notice.

7.2.2 Event Registration Cancellation by Participant.

7.2.2.1 Cancellations will be accepted in writing only and must be received by the stated cancellation deadlines below.

7.2.2.2 Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 2 weeks before the event, either face to face or online.

7.2.2.3 Cancellations less than 2 weeks prior to the event – a refund will only be given in exceptional circumstances.

7.2.2.4 All cancellations, either face to face or online, will be subject to a £25 administration fee.



7.2.2.5 Refunds will not be available for registrants who choose not to attend an event, whether face to face or online. All online bookings are available for a two-week period from the date of transmission for delegates who find themselves unable to attend on the day.

7.2.2.6 All refund requests must be made by the attendee or credit card holder.

7.2.2.7 Refund requests must include the name of the attendee and/ or invoice number.

7.2.2.8 Refunds will be credited back to the original credit card used for payment.

7.2.2.9 Delegates are not allowed to sell on their booking privately if they are not able to attend.

7.2.2.10 These above policies apply to all PATOSS events, both face to face and online, unless otherwise noted in the corresponding event materials. Please read all individual event information thoroughly.

7.2.2.11 Any transfer made against an event booking, whether face to face or online, will incur a £25.00 administration charge.

7.3 PATOSS Goods and Product Refund/Return Policy

7.3.1 All returns of goods and materials purchased directly from the PATOSS require prior authorisation. Shipping and handling charges are non-refundable; Returns must be authorised by the PATOSS within 30 days of the invoice date. Within thirty (30) days of purchase, we will replace, substitute or repair, at our sole discretion, any PATOSS product that is deemed defective.

7.3.2 Products provided/sold by PATOSS partners and affinity programs are subject to the return policy of the partner.

7.3.3 Products which are software or downloadable from any PATOSS website or provided media (CD ROM, Memory Drives, etc) are non-refundable.

8. Accuracy of information. We shall use our reasonable endeavours to ensure that all materials available on this website are accurate and up-to-date. However, it is your responsibility to ensure that any materials which you use are the most up to date versions and PATOSS will not be liable (whether in contract, tort (including (without limitation) negligence) or otherwise) for any loss or damage you suffer due to the use of materials which are out of date. PATOSS will not provide you with notice that the materials have been or are to be amended and/or updated in any way.

9. Liability

9.1 PATOSS does not warrant or represent that the website will be free of defects or viruses although PATOSS shall take reasonable steps to prevent viruses infecting this site.

9.2 Nothing in these terms and conditions excludes or limits our liability for fraud or for death or personal injury caused by our negligence or pursuant to section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982 or any other liability which cannot be excluded by law. If you are a consumer then nothing in these terms and conditions affects your statutory rights.

9.3 To the extent permitted by law, and subject always to clause 9.2, we shall not be liable for any direct, indirect or consequential loss or for any loss of profit, loss of revenue, loss of business, loss of



goodwill or damage to reputation, loss or corruption of programs or data, arising from or related to access to or use of or any attempt or failure to access this website, whether arising in contract, tort (including negligence), breach of statutory duty or otherwise.

10. Variation. We reserve the right to change these terms and conditions at any time. Any new version of these terms and conditions will be posted on the website and will take effect and govern all use of the website immediately from the time it is posted. If you use the website after the new terms and conditions have come into effect any further use of the website indicates your agreement to be bound by the new terms and conditions. You are responsible for checking the terms and conditions each time you use this website, and we will not notify you of any such change. No other modification to these terms and conditions shall be effective until agreed in writing by us.

11. Entire agreement. These terms and conditions set out the entire agreement and understanding between us and you, and supersedes all proposals and prior agreements, arrangements and understandings between us and you, relating to its subject matter.

12. Acknowledgement. We and you acknowledge that we and you do not rely on any representation, warranty, collateral contract, or other assurance of any person that is not set out in these terms and conditions. We and you waive all rights and remedies which, but for this clause, might otherwise be available to us or you in respect of any such representation, warranty, collateral contract, or other assurance. The only remedy available to us or you in respect of any representation, warranty, collateral contract, or other assurance that is set out in these terms and conditions is for breach of contract under these terms.

13. No implied terms. Except as expressly stated in these terms and conditions, all conditions, warranties, stipulations, and other statements whatsoever (except as to title to goods) that would otherwise be implied or imposed by statute, at common law, by a course of dealing or otherwise howsoever are excluded to the fullest extent permitted by law.

14. Waiver. Delay in exercising, or failure to exercise, any right or remedy in connection with these terms and conditions shall not operate as a waiver of that right or remedy. The waiver of a right to require compliance with any provision of these terms and conditions in any instance shall not operate as a waiver of any further exercise or enforcement of that right and the waiver of any breach shall not operate as a waiver of any subsequent breach. No waiver in connection with these terms and conditions shall, in any event, be effective unless it is in writing, refers expressly to this clause, is duly signed by or on behalf of the person granting it and is communicated to the person in whose favour the waiver is made.

15. Severability. We and you intend each provision of these terms and conditions to be severable and distinct from the others. If a provision of these terms and conditions is held to be illegal, invalid, or unenforceable, in whole or in part, we and you intend that the legality, validity and enforceability of the remainder of this Agreement shall not be affected.

16. Assignment.

16.1 You may not assign or sub-contract or sub-licence any of your rights or obligations under these terms and conditions to any third party without our prior written consent.

16.2 We may transfer or assign all or any of our rights or obligations under these terms and conditions to another party.



17. Headings. Headings are included for convenience only and will not be used in construing any provision of these terms and conditions.

18. Governing law. These terms and conditions shall be governed and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the Courts of England and Wales and the parties hereby submit to the non-exclusive jurisdiction of the English courts.