

Smartex Workshop Terms & Conditions

As from 1 January 2016

1. General

- Smartex Limited owns and operates residential workshops of an educational nature, the main subject matter for which relates to the technology and applications for smart cards and other secure forms of token.
- Each Smartex workshop is limited to attendance by a small number of paying delegates.
- Workshop sessions as described in workshop agendas are led by external specialist speakers selected by Smartex for their knowledge in specific areas of the subject matter of each workshop.
- Smartex reserves the right to alter the content, timing or leader for any session, or associated eating or accommodation arrangements, whenever necessary for reasons beyond its reasonable control. Potential and registered delegates will be notified by Smartex by email in advance as soon as any such change is made.

2. Bookings

- Smartex publishes and circulates invitations to attend its workshops, and these specify the date, venue, content and standard package price details for delegate attendances.
- Reservations for delegate places on workshops may be made to Smartex by any means, but must be confirmed by email to Richard@smartex.com.
- Smartex will ratify confirmed registrations by email.
- Smartex will entertain requests for variations to its standard package prices, and will quote accordingly.
- Reserving delegates should provide their contact details, dietary requirements or other special needs such as for step-free access, to Smartex.
- Smartex will invoice for the agreed package price upon receipt of confirmed reservations. Purchase Orders, when provided, will be quoted on such invoices.

3. What the workshop fee includes and excludes

- The standard workshop package price includes:
 - Attendance at all sessions throughout the period of the workshop, or for the single day registered.
 - Refreshments during the workshop.
 - Evening dinner on the evening of the first day of the workshop, at a local restaurant selected by Smartex, with courses selected from a menu provided to diners by Smartex. The dinner will include the provision to delegates of reasonable amounts of alcoholic and non-alcoholic drinks. Special diets notified to Smartex in advance will be accommodated where possible.
 - If dinner is not required, and if Smartex is advised of this at the time of delegate reservation, then an appropriate reduction in the package price will be offered by Smartex.
 - Overnight accommodation and breakfast for the night following the first day of the workshop, at a local hotel selected by Smartex. Other nights' accommodation can be arranged if reserved in advance, at extra cost.
 - Receipt of material distributed during the workshop.
 - Access to material via the Smartex website under password control, and subject to confidentiality and restrictions as to use and circulation, following the workshop.
 - Free WiFi access in the immediate environs of the workshop venue.

The standard workshop package price excludes:

- Extras payable to the overnight hostelry for any products or services other than the standard single-occupancy accommodation and standard offered breakfast provided by Smartex as part of the standard package price. Such extras will be payable to the hostelry by delegates on check-out.
- Costs of travel by delegates to and from the workshop venue, and between that and the selected accommodation.
- Parking charges. Free parking is provided at the workshop venue.
- Any other charges apart from those specified above as included in the standard package.

4. Payment

- Payment for agreed delegate packages prices must be made in advance of the workshop, following submission by Smartex by email of its invoice for the agreed package price in each case. All invoiced prices are subject to VAT being added at the prevailing rate.
- Payment can be accepted by Smartex by cheque, BACS or card. Receipts will be issued on request. Smartex invoices include payment instructions for all accepted forms of payment.
- If full payment is not received by Smartex for any registered delegate in advance of the workshop, Smartex reserves the right to deny participation by that delegate at the workshop. The invoice shall nevertheless be payable in full.

5. Cancellation

- If for any reason Smartex cancels the workshop, any monies paid for delegates will be refunded in full by Smartex to the paying company or individual.
- If Smartex changes the date of a workshop, any monies paid for delegates will be refunded in full by Smartex to the paying company or individual, unless participation on an alternative date is agreed.
- If a confirmed delegate wishes to cancel participation at the workshop, then the following conditions will apply:
 - If an alternative delegate is offered by the cancelling delegate, then no additional charge will be applied by Smartex.
 - If cancellation of a confirmed reservation is made more than 28 days before the first day of the workshop, then 90% of the invoiced price will be refunded by Smartex.
 - If cancellation of a confirmed reservation is made fewer than 29 days but more than 14 days before the first day of the workshop, then 50% of the invoiced price will be refunded by Smartex.
 - If cancellation of a confirmed reservation is made fewer than 7 days before the first day of the workshop, then none of the invoiced price will be refunded by Smartex.
 - In all the above cases, Smartex will refund the appropriate proportion of the invoiced value only in cases where full payment was already made. In cases where, at the time of cancellation, payment has not been made, then the relevant non-refundable portion of the invoice will remain payable to Smartex.
 - All cancellations or delegate substitutions must be notified to Smartex by email.

6. Conduct

- Participating delegates will conduct themselves soberly and professionally throughout workshop sessions, and will do nothing to disrupt the proper and continuous operation of sessions.
- Participating delegates will not make or receive telephone calls through their mobiles during workshop sessions, and mobiles must be set to silent mode.

- Smartex workshops are highly interactive, and free debate and questioning is encouraged during sessions, provided these do not cause sessions to run materially later than timings on workshop agendas.
- Smoking is not permitted wherever the law so dictates, but may be allowed in the outdoor area nearest to the workshop room.

7. Confidentiality

- Workshop delegates and other attendees must keep confidential all information they obtain during the workshop, if such information is so described at the time of its provision, provided the information was not already in the public domain.

8. Ownership and use of workshop material

- Written material provided to delegates at the workshop may be taken away and kept by delegates at the conclusion of the workshop.
- Written material provided to delegates at the workshop is the copyright of Smartex or of the individual session leaders. Such material shall not be provided on any basis by delegates to any third party, in any form, and may only be used by individual delegates as their personal *aides-memoire*.
- Attending delegates will not use such material as the basis for the conduct of any workshop or similar educative event or programme.
- Workshop presentation material, where allowed by its owners, will be made available to delegates electronically via the Smartex website after the end of the workshop, under password control. Delegates will be required to agree not to divulge the password to any third party, and to comply in relation to such electronic material with the conditions and restrictions described in a. to c. above for written material.