

BBGA Virtual Event Terms and Conditions and Cancellation Policy

1. Terms and Conditions

- 1.1. Bookings for our Events are allocated on a first come, first served basis.
- 1.2. Your booking details (name and contact information) will be added to BBGA's database in order to process your booking and to allow contact in relation to the event you are due to attend.
- 1.3. Payments made through our booking system are processed via Opayo (formerly Sagepay) whose privacy policies can be found [here](#).
- 1.4. Our Virtual Events are on AirMeet's platform their privacy and data policy can be found [here](#). Please do not book if you are not happy with their terms and conditions. At time our events might be help via Zoom. If this is the case Zoom privacy statement can be found [here](#).
- 1.5. You will receive information regarding your Event in the lead up to the event.
- 1.6. If you have not already confirmed your communication preferences for electronic contact beyond the event, BBGA will contact you to request your preferences. These will be stored and used in line with our privacy policy (available [here](#)).
- 1.7. BBGA or a third party appointed by BBGA might photograph/film an event. If you do not want to be photographed/filmed, please inform BBGA before the event.

2. Cancellation Policy

- 2.1. Whilst BBGA will make every possible effort to run an advertised event, we reserved the right to cancel or change an event if necessary.
- 2.2. BBGA strives to ensure all materials and information published about an event are as accurate and up-to-date as possible. Event information may be subject to change. For the latest information, please visit www.bbga.aero and choose the Events Menu.
- 2.3. If BBGA cancels an event, you will be entitled to a full refund of the cost of the booking fee. BBGA will not be liable for any loss, claim, damage or incidental or consequential damages of any kind, whether based in contract, tort or otherwise, which arise out of or is in any way connected with an event cancellation or other change. Travel expenses will not be reimbursed by BBGA.
- 2.4. If you wish to cancel your booking, you must notify BBGA in writing by emailing: rachael.paskin@bbga.aero.
- 2.5. All cancellations made less than 48 hours before an event remain payable in their entirety.
- 2.6. All Event Bookings may be transferred to another colleague. However, depending on the amount of notice given of such a change of Event Attendee, these changes might not be reflected in any Event literature (e.g. delegate name appearing in delegate pack, conference profile name)

