

APSE Events and Sponsorship: Terms and conditions:

1. Definitions

In these terms and conditions, Organiser means APSE the Association for Public Service Excellence and the Client means any person, company or Organisation and the staff or agents of any such company or organisation or promoter to occupy space within an exhibition floor or conference area or act as a sponsor or promoter at APSE seminars, awards or apprenticeship awards or other events organised by Organiser.

2. General

- I. Each Client is bound in all respects by these terms and conditions and have full knowledge of the exhibition / event regulations and shall observe and confirm to the venues Regulations and by-laws.
- II. All clients are subject to approval by the Organiser
- III. Once approved an allocation confirmation will be issued outlining purchased services.
- IV. The organiser reserves the right to alter the layout of the exhibition at any time and individual stands will be notified if this occurs. Seminar timings and speakers may be subject to change to facilitate the smooth operation of events
- V. We regret we do not provide our membership data to clients, however all exhibitors will be provided with a seminar exhibition pack.
- VI. The organiser reserves the right to waive or alter any of these terms and conditions in the interest of the exhibition either generally or in any particular case.

3. Security and insurance

- I. Each client is responsible for the security and insurance of their own stand and exhibits and for their own employees' insurance cover. In no circumstances will the organiser or the Premises accept responsibility or are liable for loss or damage whatsoever or howsoever arising in respect of personal injuries or loss of or damage to property, caused by or occasioned by the exhibitor, their employees / servants /agents or property, arising out of or in consequence of occupation of the stand /exhibition of an article or process / or otherwise howsoever.
- II. The exhibitor will respect all risks of every kind whatsoever in respect of personal injuries to themselves / servants/ agents or of loss or damage to any of their property or property in their custody and the organiser shall be under no liability In respect of any such risks.

1. Trading rights

- I. The sole rights of exhibiting merchandise and transacting business on the premises during the period of the exhibition are owned by the Organiser who will, at their sole discretion, grant licenses.
- II. To exhibitors subject to these terms and conditions shared stands are permitted with written permission only and a fee may apply.

2. Opening hours

- I. Stands must be open for business during the published daily opening hours of the exhibition and remain open continuously until the closing times.

3. Conduct of exhibitors

APSE clients return year upon year to our events and enjoy their time and make great contacts. We want all our clients to enjoy their experience so please take note:-

- I. If any client operates a sound system of any type please demonstrate only at low volume. If it is considered that the client is continually hindering or annoying other exhibitors the Organisers may ask you to cease operating the sound system.
- II. Please note that some venues may contain the exhibition space within the main seminar or conferencing area. To assist delegates and speakers where this arises please refrain from telephone calls, mobiles phones ringing out, loud conversations and so forth during seminar / conference sessions.
- III. All clients want to ensure that delegates can see their goods and services on display so please ensure your own displays do not distract the light or impede the view of other allocated stands or boundaries along open spaces or gangways, or inconvenience other exhibitor's gangways or delegate access.
- IV. Any damages caused by a client to the venue whatsoever or supplied stands during the event will result in the cost of repair or specialist cleaning being charged to the exhibitor concerned at an appropriate value. We would hope to avoid this so please take care whilst at the venue.
- V. Leafleting is prohibited throughout the conference site, such activity must be confined to the purchased stand site. Unsolicited leaflets from event areas will be removed. Please respect our other clients who may have paid for privileged seat drops or workshop sponsorships.
- VI. All exhibition signs and fascias must be confined to the stand space unless agreed in writing with the organisers.
- VII. The Organisers will endeavour to provide limited shared storage areas for clients to use but no liability is held for security of items.
- VIII. The client accepts and assumes liability for all stand/ promotional content (including text, representations, illustrations, opinions, goods, promotional items and any lost or stolen items) and also assumes responsibility for any claims made against APSE as the event Organiser arising from or in relation to their exhibition goods or services
- IX. All clients will be told of the breakdown time for exhibition stands in their conference joining instructions. In the event of the exhibitor failing to clear his/her exhibits and fittings by the prescribed times, a charge may be applied by the venue which the Organiser reserves the right to recover from the client. Rather than incur a charge please let the APSE staff at the event know in advance to see if we can be of assistance.
- X. All clients will be required to follow any specific venue or organiser advice in relation to any government or health agency guidance to protect the safety and well-being of

all delegates, exhibitors and staff. This may include use of PPE such as face-coverings and use of additional hygiene measures such as regular handwashing and sanitisation. Any client failing to comply with such reasonable measures may be asked to leave the event and no refunds will be provided.

4. Financial terms

- I. The rent of the stand spaces or sponsorship package contracted by the client is payable to APSE as the organiser as detailed on the booking form
- II. An invoice will be issued on receipt of your exhibition contract and payment of invoices must be made before the event date. For bookings received less than 48 hours of the first day of an event or sponsorship package the full amount must be paid at the time of the booking.
- III. If the balance is outstanding by the event date, the organiser reserves the right to cancel the application, reallocate the stand and retain any deposit payment made.
- IV. Any exhibitor cancelling or reducing the stand space after the application has been accepted by the organiser will still be charged the full fee.
- V. In the event of the abandonment of the exhibition by the organiser, the organiser shall refund the full cost of the exhibition package but shall not be liable for any other costs incurred by the client including pre-booked travel or hotel accommodation
- VI. If due to emergency action by UK Governments / Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.

5. Event photography

- I. At major events a dedicated event photographer is usually provided. APSE as the organiser will be happy to arrange for a stand photograph to be sent to exhibitors / sponsors to use in promotional items / company magazine. Please email the organisers post the event to receive a free jpeg image copy. Please ensure you are listed for a stand photograph where an event photographer is provided. An event photographer cannot be guaranteed at all events.

6. Attendance at plenary sessions and refreshments / lunch

- I. The Organiser welcomes exhibitors and sponsors to sit in on plenary sessions. Exhibitors / sponsors are also welcome to enjoy the refreshments, coffee breaks and lunch during the seminars or events. Please note where dinner is included for a set number of representatives this must be stated on the event booking form and any additional dinner places will be charged.
- II. The organiser will accommodate changes to your representative(s) but it would be helpful if you notified the organiser of the name changes to ensure any dietary or special requirements can be met.

- III. Any company representative attending this event will be expected to meet with any specific health and safety requirements including if required by the venue operators, social distancing measures, protective masks or any other health measures such as testing requirements.

7. General Data Protection Regulations

For the purposes of GDPR we retain your contact details. This will enable APSE and / or its Agent (Spacehouse) to contact you about your booking and keep you informed about future events. Full details about APSE's GDPR policy is available on the APSE website. For the purposes of hotel bookings we may need to disclose your name and organisation details to third party providers. We may use images of the exhibition and representatives of exhibitors on social media or other platforms. By signing and returning this form you are consenting to your information and images being retained and used in this way. Data may also be used to comply with any 'test and trace' systems in response to public health requirements.

8. Event Frustration due to Government Action or reasons of statutory compliance or non-viability with public health measures

If the planned for event is unable to operate due to Government Action or for reasons of statutory compliance, or non-viability due to attendance numbers or other factors APSE will offer the following options: -

- A free transfer to a rescheduled event
- A voucher for the value of the booking to use at a later date but within two years of the original booking which may be used on other APSE products and services such as exhibition, sponsorship, advertising
- A refund or credit note for the full value of the booking
- APSE is unable to refund any sums beyond the booking value such as travel or accommodation

Accommodation Bookings

Accommodation bookings are made directly with the hotel or seminar venue with APSE acting as agent. APSE is therefore unable to guarantee refunds to accommodation bookings but we will do our very best to agree such refunds or cancellations with hotels or seminar venues is provided and passed on to you as their guest booking.

Revision date 06/11/2023