



Event Terms & Conditions

Agreement & Operational Rules for Direct & Client-Managed Events

1. Event Scope & Third-Party Client Events

These Event Terms & Conditions apply to all workshops, seminars, networking sessions, and conferences managed, coordinated, or hosted by JTL Events Management.

- **Direct Events:** For events organized solely by JTL Events Management, these terms form the complete agreement between us and the attendee.
- **Third-Party Client Events:** Where JTL Events Management coordinates or processes registrations on behalf of a third-party client organization ("Client Organizer"), the Client Organizer's specific event terms, refund schedules, and policies shall apply.
- **Precedence of Client Terms:** In the event of any conflict between these standard terms and the Client Organizer's policies, the Client Organizer's specific terms shall take precedence.
- **Limitation of Liability for Client Events:** JTL Events Management acts strictly as an event coordination service provider. We are not liable for operational decisions made by the Client Organizer, including event postponements, venue changes, content modifications, or client-managed refund policies.

2. Event Registration & Bookings

- **Registration:** To secure a place at an event, attendees must complete the registration form and provide full payment (where applicable).
- **Confirmation:** Booking confirmations are issued electronically via email upon successful submission.
- **Data Handling:** Attendee registration details will be managed in accordance with our Privacy Policy and shared with the Client Organizer where applicable to fulfill event delivery.

3. Fees & Payment

All event fees are stated clearly on the event booking page. Full payment must be received prior to the event date. We (or the Client Organizer) reserve the right to refuse entry if payment has not been received in full.

4. Attendee Cancellation & Refund Policy

For events directly owned and operated by JTL Events Management, the following terms apply (for Third-Party Client Events, the client's cancellation terms govern):

- **Cancellations 14+ days prior to the event:** Eligible for a full refund minus an administrative processing fee.
- **Cancellations within 14 days of the event:** Non-refundable due to venue, catering, and operational commitments.
- **Substitutions:** You may transfer your registration ticket to another person at any time prior to the event start without penalty by notifying us in writing.

5. Event Cancellation or Rescheduling

JTL Events Management and/or the Client Organizer reserve the right to cancel or reschedule an event due to unforeseen circumstances, low enrollment, or force majeure events.

- In the event of cancellation, registered attendees will receive prompt notification and a refund of ticket fees as dictated by the event owner's policy.
- Liability is limited strictly to the registration fee paid; neither JTL Events Management nor the Client Organizer is responsible for external travel, accommodation, or incidental expenses incurred by attendees.

6. Media Release & Attendee Conduct

- **Photography & Media:** Photography, audio, and video recording may occur during events for promotional and educational purposes. Attendees may opt out by informing the event check-in team upon arrival.
- **Code of Conduct:** Attendees are expected to maintain professional and respectful behavior. We and the Client Organizer reserve the right to remove any individual whose behavior is disruptive, abusive, or unsafe without a refund.

7. Document Control & Review Schedule

Parameter	Details
Document Title	Event Terms and Conditions
Owner / Responsible Person	Janine Tompkins, Director
Current Version	Version 1.0
Date Last Reviewed	28 July 2026
Next Scheduled Review	28 July 2027