

Terms & Conditions

1. General

BioPartner.co.uk Ltd is a company limited by guarantee, operating as a non-profit trade organisation. It is accredited by the UK government to provide services to support the UK Life Sciences industry, and is based in the United Kingdom (UK).

2. Privacy Policy

BioPartner.co.uk is dedicated to protecting your privacy when using our websites. The following policy explains how we collect and use information gathered through this website, and describes your rights regarding these practices.

2.1 Personal information collection and usage:

BioPartner.co.uk may collect personal information from visitors which may include name, title, company, address, phone number and similar information which identify you. For our full Data Policy, including opt-out and corrections procedure, download this document:

<http://www.biopartner.co.uk/documents/datapolicy.pdf>

Our principal terms and conditions are as follows:

- 2.1.1 We collect your personal information so that you may obtain access to our services.
- 2.1.2 We do not sell or rent personal information to other organisations.
- 2.1.3 Information collected through the web site may be shared with third parties that provide services on behalf of the site, such as credit card processors and event organisers. These Third parties may only use the data for the purpose for which it was provided.
- 2.1.4 Some services may be co-sponsored or provided in connection with other organisations not under BioPartner's direct control. These include seminars, conferences, newsletters and similar services. Whenever we provide such services, we will disclose the name of our sponsor or provider, and any changes to practices set forth in this policy. Though BioPartner makes reasonable efforts to only work with reputable partners, we cannot control their privacy practices in every instance regarding the personal information you voluntarily provide to them.

3. Payments

By signing up for one or more of our services, you are committing to pay the full price shown. For amounts up to GBP500 we will normally provide an online credit card payment facility for immediate payment. For amounts in excess of GBP500, we will invoice you. We will provide invoice(s) for any amount(s) on request. Please contact finance@biopartner.co.uk.

All payments are due at the time of registration, or on the date of invoicing as appropriate.

3.1 Late payments

In the case of late or non-payment of an invoice:

- 3.1.1 We will send a first reminder 15 days after the initial date of invoicing, or the date of online registration through our website, whichever is the later.
- 3.1.2 If the amount remains unpaid 7 days after a first reminder, a second reminder will be sent.
- 3.1.3 If the amount remains unpaid 7 days after the second reminder, we may at our discretion withhold from you certain services or benefits, temporarily or permanently.
- 3.1.4 In the case of persistent non-payment we reserve the right to take necessary and appropriate action to recover monies due.

3.2 Cancellation and Refunds Policy

We do not normally provide refunds. When you register on our website for an event or service, you agree to attend and to pay for your entry and associated costs.

Exceptions:

- 3.2.1 If we are purchasing entry tickets or otherwise paying for services on your behalf, and you cancel before we have incurred costs, we will at our discretion issue a credit note or refund any monies paid, minus an administration charge of 10%.
- 3.2.2 If we have occasion to cancel an event or withdraw a service, we will, to the best of our ability, refund all monies paid.
- 3.2.3 Duplicate payment. If you have accidentally paid more than once for the same service, we will refund the overpayment in full.

4. Membership

4.1 BioPartnership Programme

- 4.1.1 Membership is valid from the day of online application and will be active until membership is renewed or cancelled after 12 calendar months.
- 4.1.2 Membership covers a single legal entity (organisation, company, etc) and entitles all its employees to the benefits described on our website.
- 4.1.3 Organisations with more than one affiliated legal entity should contact us at enquiries@biopartner.co.uk to discuss multiple memberships to cover the group.
- 4.1.4 Members will receive electronic communications from BioPartner.co.uk Ltd from time to time. These will include newsletters and alerts to offers, events etc. Some of the material included in these communications may be sent on behalf of a third party such as a partner organisation, an event sponsor, or an advertiser.
- 4.1.5 BioPartner.co.uk Ltd reserves the right to add, change or withdraw BioPartnership Programme benefits with or without notice.
- 4.1.6 Online application indicates acceptance of terms and conditions and intention to pay.
- 4.1.7 Payment is normally by credit card using our online facility; if you request an invoice, payment is due on the date shown on the invoice.
- 4.1.8 Non-payment after 45 days will result in cancellation of membership and withdrawal of all benefits.
- 4.1.9 A lack of response after 1 subsequent reminder will be interpreted as cancellation of membership.
- 4.1.10 Membership may be cancelled in writing, taking effect immediately on notification.
- 4.1.11 Refunds cannot be provided for any reason, other than accidental duplicate payment.

4.2 Associate Membership:

Associate membership is granted to service providing companies and trade support organisations, providing a preferential level of service to other members. In addition to the BioPartnership Programme membership terms and conditions outlined above, the following also apply:

- 4.2.1 Membership benefits will be set out in individual agreements.
- 4.2.2 Renewal is subject to satisfactory delivery, and demonstration of the spirit of partnership in the previous year of membership.

4.3 BioPartner Delegations

When you join a BioPartner delegation, you are agreeing to the following terms and conditions:

- 4.3.1 BioPartner.co.uk Ltd will register for the event, conference or exhibition on your behalf. Self-registration at the event website will result in forfeiture of rights to BioPartner.co.uk discounts.
- 4.3.2 Payment is due on date of invoice.
- 4.3.3 In addition to those outlined above (see Late Payments), the following restrictions apply. Non payment after 30 days may result in removal of promotional material. Persistent non-payment may result in your company being barred from future UK Delegations, and/or from accessing

BioPartner.co.uk Ltd discounts, and/or rescindment of your BioPartnership Programme membership. Late payment may also affect your eligibility to any grant funding applied for in respect of the event (see www.biopartner.co.uk/documents/Exhibitor - Terms and Conditions 2011-12.doc).

- 4.3.4 Confirmation of attendance, along with delegate names must be provided within a reasonable time.
- 4.3.5 Logos, profiles, and other information must be provided to the organisers within a reasonable time or by a stated deadline, if given, if they are to be included in promotional material.
- 4.3.6 Networking function places, early bird and other discounts cannot be held beyond advertised dates.
- 4.3.7 Delegates agree to behave in a manner that supports fellow delegates and promotes the UK.
- 4.3.8 Delegates will respect the UK stand as a promotional base and comply with any stand etiquette guidelines provided.
- 4.3.9 Grant funded companies must provide feedback on the form provided within 7 days of return (see www.biopartner.co.uk/documents/Exhibitor - Terms and Conditions 2011-12.doc).

5. BioPartner.co.uk Ltd Website: Terms and Conditions

5.1 Use of this website

- 5.1.1 Use of the BioPartner.co.uk Ltd website (www.biopartner.co.uk) is subject to the following terms and conditions. www.biopartner.co.uk is managed by BioPartner.co.uk, the organisation that supports internationalisation of UK life sciences. In entering and using our site you as a user ('You') are accepting our terms and conditions.

5.2 Using this website

- 5.2.1 The BioPartner.co.uk website www.biopartner.co.uk is maintained for your personal use and viewing, and for you to enquire about or register or set up an online account for offers and events provided from time to time by BioPartner.co.uk Ltd and its partner organisations. The access and use of this site constitutes acceptance by you of these Terms & Conditions which take effect from the date on which you first use this website. Throughout this document the terms 'we', 'us' and 'our' refer to BioPartner.co.uk Ltd and the terms 'you' and 'your' refer to you the user.

5.3 Intellectual Property and Copyright

- 5.3.1 Content featured on this site is subject to copyright protection unless otherwise indicated (see also paragraph 3.2 below). © BioPartner.co.uk Ltd, 2011.
- 5.3.2 You may use and re-use the information featured on this website (not including images, or logos,) free of charge in any format or medium. We encourage users to establish hypertext links to this website. Any enquiries regarding the use and re-use of this information should be sent to enquiries@biopartner.co.uk
- 5.3.3 Names, images and logos identifying BioPartner.co.uk Ltd may not be used without prior approval. Requests for permission to use our graphics or images should be sent to enquiries@biopartner.co.uk. Tell us how and why you wish to use our logo(s), and please include your contact details.
- 5.3.4 The permission to reproduce material does not extend to any material on this site that is identified as being the copyright of a third party. Authorisation to reproduce such material would need to be obtained from the copyright holders concerned.

5.4 Data Protection Act 1998 and The Privacy and Electronic Communications (EC Directive) Regulations 2003

- 5.4.1 BioPartner.co.uk Ltd will process any personal data you provide in accordance with the Data Protection Act 1998 and will also comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Under this legislation, we have a legal duty to protect any information

we collect from you. We use leading technologies and encryption software to safeguard your data, and keep strict security standards to prevent any unauthorised access to it.

- 5.4.2 BioPartner.co.uk Ltd will not under normal circumstances pass on your details to any third party unless you give us permission to do so. Please note that we may need to disclose personal information when required by law wherein we have a good-faith belief that such an action is necessary to comply with a current judicial proceeding, a court order or legal process served on our Web site.
- 5.4.3 This privacy policy applies only to our site. When moving from our site to another site that collects personal information, please read any privacy statement attached thereto.

5.5 Registration and security

- 5.5.1 You may register and enrol on behalf of an organisation by using the registration forms displayed on this website. Some of the services provided through the website have additional eligibility criteria.
- 5.5.2 You shall provide us with accurate and complete information. Failure to do so shall constitute a breach of any agreement entered into agreement, which may result in immediate termination of your account. In order to avoid misunderstandings, please inform us of any changes to your personal details and circumstances.
- 5.5.3 You may not select or use a name of another person with the intent to impersonate that person. If you provide any information that is untrue, inaccurate, not current or incomplete, or if BioPartner.co.uk Ltd has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, BioPartner.co.uk Ltd has the right to suspend or terminate your registration or agreement and refuse any and all current or future use of its services, or any services it delivers on behalf of a third party. BioPartner.co.uk Ltd reserves the right to refuse registration or cancel agreements at its discretion.
- 5.5.4 If you register for any service provided directly by BioPartner.co.uk Ltd, the details you provide may be further verified by BioPartner.co.uk Ltd. Subject to satisfactory verification your details including your name and email address will be stored securely in accordance with our privacy policy.

5.6 Termination

- 5.6.1 You agree that BioPartner.co.uk Ltd, in its sole discretion, may terminate your use of any web service provided directly by BioPartner.co.uk Ltd, including any account(s) you may hold, and remove and discard any content within the service, for any reason, including, without limitation, lack of use or if BioPartner.co.uk Ltd believes that you have violated or acted inconsistently with the letter or spirit of the terms and conditions.
- 5.6.2 BioPartner.co.uk Ltd may also in its sole discretion and at any time discontinue providing any web service, or any part thereof, with or without notice. You agree that any termination of your access to a web service under any provision of these terms and conditions may be effected without prior notice, and acknowledge and agree that BioPartner.co.uk Ltd may immediately deactivate or delete any account or related information and files in such an account and/ or bar any further access to such files or the service. Further, you agree that BioPartner.co.uk Ltd shall not be liable to you or any third party for any termination of your access to the service.

5.7 Hyperlinking policy

- 5.7.1 Hyperlinking to BioPartner.co.uk Ltd. You can link directly to pages hosted on this site without asking permission. However in making such links you should not imply endorsement by BioPartner.co.uk Ltd.
- 5.7.2 Hyperlinking by BioPartner.co.uk Ltd. We are not responsible for the content or reliability websites to which we link, nor should listing be taken as endorsement of any kind. We cannot guarantee that these links will work all of the time and we have no control over the availability of linked pages.

5.8 Virus protection

5.8.1 It is always wise for you to run an anti-virus programme on all material downloaded from the Internet. We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material derived from this website.

5.9 Disclaimer

5.9.1 Information provided on this website should not be relied on as a substitute for your own research or independent advice. BioPartner.co.uk Ltd accepts no responsibility for any loss or damage caused to any person as result of any error, omission or misleading statement in the information on this website, or due to using the website or relying on that information.

5.9.2 BioPartner.co.uk Ltd is not responsible for the contents or reliability of the linked websites and does not necessarily endorse the views expressed within them. Linking shall not be taken as endorsement of any kind. BioPartner.co.uk Ltd does not guarantee that links will work all the time and has no control over the availability of linked pages and cannot take responsibility for the consequences of your using the information or services on linked websites. This does not affect the application of any statutory provisions, which may be relevant.

5.10 General

5.10.1 You agree to use this site only for lawful purposes, and in a manner that does not infringe the rights of, or restrict or inhibit the use and enjoyment of this site by any third party. Such restriction or inhibition includes, without limitation, conduct which is unlawful, or which may harass or cause distress or inconvenience to any person, and the transmission of obscene or offensive content or disruption of normal flow of dialogue within this site.

5.10.2 The above Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS PLEASE DO NOT USE THIS WEB SITE.

UK delegation FAQs

• Registration

- How do I register?
 - *Fill in the short form linked from www.biopartner.co.uk/overseas.php We will contact you to confirm your requirements. We will also process your registration and you will receive login details from the organisers.*
- I've already registered for the conference: can I still join the UK delegation?
 - *You can join the UK delegation for the promotional benefits (cost £400, free to new members), but we cannot apply retrospective discounts or process a grant application if you have already committed to attend the conference.*
- Can I register a colleague later or send a replacement?
 - *Let us know about required changes by email and we will amend your registration. Colleagues will be registered at the prevailing rate. We will notify hotels and other third parties of name changes but cannot guarantee their response.*
- There is no UK delegation for the conference I'm interested in, so how do I register?
 - *Contact us for a discount code that you can use when registering. If sufficient companies register using the code, we may attend and provide onsite support.*

• Payment

- How do I pay and what is included?
 - *We will issue an invoice 6 weeks before the conference start (members) or when you gain access to the conference partnering (non-members). This includes delegate entry fees, any extra services you have selected e.g. hotel, shipping. A management fee of £400+VAT will be added if you are joining the UK delegation, unless you are a new or renewing BioPartnership programme member.*
- Do I have to join the BioPartnering Programme to receive a discount on my entry fee?
 - *No, you can claim a discount and join the UK delegation as a non-member*
- Do I have to join the UK delegation to receive a discount on my entry fee?
 - *No, you can claim a discount and attend without UK delegation benefits, unless you have claimed a grant to assist with costs: it is a UKTI requirement of grant funding that your company is promoted on the UK stand*
- I am a paid-up member of the BIA, or a UK regional network. What discount can I claim?
 - *Discounts vary depending on the conference, but generally the price for UK-based members of our partner organisations will be equal to our member rate. If your group is not yet affiliated, ask the co-ordinator to discuss a strategic alliance with us.*
- Why have I been asked for payment before I get access to the conference partnering?
 - *We only ask for advance payment if two previous invoices have been more than 30 days overdue. A healthy cashflow is vital to our operations, as we are making significant payments to third parties on your behalf.*
- What's the VAT and Sales Tax situation?
 - *We pay taxes and reclaim where possible through the UK VAT system. The fees we pay on your behalf are not taxable, but the service we provide to UK delegation members will contain the VAT element*

• Preparing for the conference

- What do I need to provide?
 - *When you register we will ask you for a mobile telephone number so that we can contact you during the conference, and may ask for a logo and profile for promoting your company. We will use the information you provided previously unless you change it, and if you don't supply these within a specified timescale you may not appear in the brochure etc.*
- Can I contact other UK delegates?
 - *BioPartnership programme members can contact each other through the LinkedIn group. You can use the conference partnering system to communicate with others.*
- How can I get the best out of the conference?

- See these guides ([link](#)), wear comfortable shoes, read the itinerary we send approx 2 weeks before the conference, don't worry about asking us questions.
- I'm getting emails from the organisers: am I registered? Should I take up third party offers?
- *The organisers don't usually remove attendees from their mailing lists, and promotional emails do not mean you're not registered. You can take up any offer you wish, but we will provide information about freight, hotel and other services that have been vetted by ourselves; so please check our website first.*
- **On arrival**
- Will transport be provided from the airport?
- *Check our itinerary; in most cases you will need to arrange your own transport but for groups under 10 we may provide a car. Taxi sharing and group train travel is encouraged and we will match you up if requested.*
- Do I pay for my own hotel bill?
- *If you elected to join our hotel block booking, you will only need to pay for extras such as mini-bar. Breakfast is usually provided at the conference venue and NOT included in the hotel rate, but please check our itinerary as there are exceptions. In the event of a dispute at check-out, please pay up and we will obtain a refund for you later.*
- Should I visit the UK stand at the start of the conference?
- *Yes. You can meet the team and other delegates, display literature and business cards (delegation members) and get your bearings. If you have claimed a grant, you will need to provide a signature as proof of attendance.*
- **During the conference**
- Where do I put my bags and coat?
- *Cloakrooms are provided by the venue. There may be limited short-term storage on the stand, but this varies according to size and layout. Please ask a team member to store a bag or charge up your laptop. For Health & Safety reasons, please do not venture behind the stand to store or retrieve belongings.*
- Where do I check my email, eat lunch, catch up with fellow delegates?
- *There will be designated catering areas and often charging points and computer terminals are provided by the venue. You are welcome to use the stand to rest for up to half an hour, informal meetings, and check for messages. Food and drink are not permitted on the stand, to prevent spillage and to ensure a professional image to visitors.*
- Is transport provided between the venue and external networking locations?
- *This depends on the conference, please check our itinerary or the conference website. Buses are often provided between the main evening receptions and conference hotels.*
- **After the conference**
- Literature and business cards
- *Please send only as many brochure and leaflets as you expect to use during the conference. We do our best to reduce waste and will return materials back to the UK where possible, but cannot guarantee, nor say when or how you will receive these materials. If you attend another conference with us (members), we will pre-load the stand with a small number of business cards if we have them.*
- Feedback
- *We welcome feedback and where possible, implement suggestions. Grant funded companies are required to complete a one-page questionnaire on return from a supported conference, and we cannot release payment until this is received.*
- Grants
- *Grant funded companies will receive their payment within 8 weeks of the conference finish date, though it is usually within 3-6 weeks. Payment may be delayed if you haven't sent back your feedback questionnaire, or if your account with us is overdue.*
- Any other questions?
- *Email us and we will add your question to this list*