

UK delegation FAQs



• Registration

- How do I register?
 - *Fill in the form linked at www.biopartner.co.uk/overseas.php. If applicable, we will send you a grant application and confirm the timing of your registration. We will 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 £300, 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 £300+VAT will be added if you are joining the UK delegation, unless you are a new 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?

- *Wear comfortable shoes, read our itinerary and LinkedIn group messages, 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: enquiries@biopartner.co.uk*

BIOPARTNER UK DELEGATIONS: TERMS AND CONDITIONS

If you have registered on the BioPartner.co.uk website for a UK Delegation supported event, conference or exhibition, the following terms and conditions apply. Whether you have joined the Delegation or not, you are required to acknowledge that you have read and understood the contents of this document and will adhere to them in their entirety.

1. OUR AGREEMENT

- 1.1 BioPartner.co.uk Ltd will register for the event, conference or exhibition on your behalf and invoice you for the full sum. Self-registration at the event website will result in forfeiture of rights to BioPartner.co.uk discounts.
- 1.2 Payment is due on date of invoice.
- 1.3 The following restrictions apply in addition to those laid out in our General Terms and Conditions (www.biopartner.co.uk/documents/biop_tc.pdf):
 - 1.3.1 The registration must be in the name of a UK registered company or academic institution
 - 1.3.2 Confirmation of attendance, along with delegate names must be provided within a reasonable time.
 - 1.3.3 Networking function places, early bird and other discounts cannot be held beyond advertised dates.
 - 1.3.4 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).
- 1.4 Confirmation of attendance, along with delegate names must be provided within a reasonable time.
- 1.5 Further requirements apply to Tradeshow Access Programme Grant funded companies. Please see below.

2. COSTS

- 2.1 Costs are set out on the Delegation webpage for each event and will be calculated according to your responses to the registration form.
 - 2.1.1 Please note that registration fees are published in the currency required by the event organisers.
 - 2.1.2 A currency converter is provided on the registration page. The currency converter is for guidance only, and your final invoice may differ from the amount calculated, depending on exchange rate fluctuations.
 - 2.1.3 Discounts are usually, but not always, available to all UK life sciences companies and institutions. The criteria imposed by event organisers may vary, and we endeavour to publish any restrictions they may impose.
 - 2.1.4 BioPartner.co.uk Ltd. takes no responsibility for the withdrawal or other change in availability of published discounts.
 - 2.1.5 BioPartner.co.uk Ltd reserves the right to adjust prices in the case of unavoidable increases in its own costs, including but not limited to exchange rate fluctuations.

- 2.2 BioPartner.co.uk charges a fee to companies joining the UK Delegation. This covers the costs of providing UK Delegation benefits as advertised on the BioPartner.co.uk website, such as a UK exhibition stand with promotional facilities and opportunities for Delegation attendees.
- 2.3 BioPartner also administers UK Trade & Investment's Tradeshow Access Programme (TAP) grants and is obliged to charge a management fee to each company that receives a grant.
 - 2.3.1 The management fee covers the organisation of the UK group including recruitment; the appointment of a travel and freight agent; liaising with UKTI to provide a fully manned UK Information Stand, identifying opportunities to meet visiting delegations; advertising; producing a group brochure; processing the grant application form; as well as the completion of any necessary documentation.
 - 2.3.2 TAP grant awardees must join the UK delegation as a condition of eligibility. The management fee includes access to the UK Delegation and you will not be charged extra for this.

3. PAYMENTS

- 3.1 By completing the registration form, you are committing to pay BioPartner.co.uk Ltd a sum which will be calculated according to your responses to questions in the form, and the prevailing currency exchange rates.
- 3.2 We will invoice you for the full sum.
- 3.3 The time of invoicing will depend on various factors including your BioPartnership Programme membership status.
- 3.4 Event registration fees are payable by BioPartner.co.uk, acting as agent for UK companies and members of the UK Delegation.
- 3.5 Our payment terms and conditions are as laid out in our General Terms and Conditions (www.biopartner.co.uk/documents/biop_tc.pdf)

4. UK DELEGATION: PARTICIPATION AND DISPLAYS

- 4.1 BioPartner.co.uk will purchase and furnish exhibition stand space at the event for the purpose of promoting UK Life Sciences in general, and to provide promotional opportunities specifically for organisations in the UK Delegation group.
- 4.2 Delegates should aim to arrive the day before the event starts, to participate in the group briefing.
- 4.3 Goods or services of UK origin should be displayed only.
- 4.4 Logos, profiles, and other information must be provided to BioPartner.co.uk Ltd within a reasonable time or by a stated deadline, if given, if they are to be included in promotional material.
- 4.5 Delegates agree to behave in a manner that supports fellow delegates and promotes the UK.
- 4.6 UK Delegates agree to respect the UK Exhibition Stand as a promotional base and comply with any stand etiquette guidelines provided.
- 4.7 BioPartner.co.uk reserves the right to prevent the distribution or display of literature containing serious linguistic errors and/or items it judges to be unacceptable.

5. CO-EXHIBITORS: REGIONAL STANDS AND GROUP STANDS

- 5.1 Discounts may be available for exhibitors booking stand space through BioPartner.co.uk Ltd. These may include discounted charges for the space itself, and/or entry fee discounts for delegates associated with the stand.
- 5.2 Exhibitors who also wish to be represented on the UK Exhibition stand must pay the UK Delegation management fee.

6. ALLOCATION AND ADJUSTMENTS TO STAND SPACE REQUIREMENTS

- 6.1 BioPartner.co.uk will endeavour to meet special promotional requirements, but no position or facility can be guaranteed without the approval of the organisers.
- 6.2 If stand layout or the stand construction requirements necessitate an exhibitor receiving a slightly larger or smaller area than that requested in the application form, an appropriate adjustment will be made to the fees.

7. LOCAL REQUIREMENTS

- 7.1 Exhibitors must acquaint themselves with the technical guidelines, requirements and other regulations for the show.
- 7.2 BioPartner.co.uk Ltd will not be held responsible for any claim arising out of a failure to comply with these requirements or regulations.

8. LIABILITIES AND INSURANCE

- 8.1 No liability shall be attached to BioPartner.co.uk or any member of their staff for expenditure incurred in connection with the event (other than the booking and paying of space and stand construction) or in respect of any accident, injury, loss or damage of any nature whatsoever arising out of or in any way connected with any display of goods at this event.
- 8.2 BioPartner.co.uk affects no insurance of any kind.
- 8.3 On registering via the BioPartner.co.uk Ltd website form, the participant agrees to indemnify and keep indemnified BioPartner.co.uk against all costs, charges and expenses claims and losses of whatsoever nature suffered by BioPartner.co.uk and arising directly from, or attributable to, any act or omission of the company, its employees or agents including any claim in respect of any accident, injury, loss or damage arising out of, or in any way connected with, any display of goods at the event.

9. WITHDRAWAL

- 9.1 If you cancel your registration 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%.
- 9.2 If you cancel after BioPartner.co.uk Ltd expenditure has been incurred, we reserve the right to recover the full costs and to reallocate space and facilities at our discretion.
- 9.3 If participation is withdrawn due to non-payment, you will still be liable for the associated costs.

10. CANCELLATION OF THE EVENT

- 10.1 BioPartner.co.uk will bear no liability for loss or damage sustained as a result of circumstances beyond its control, including, but not limited to, unusual weather conditions, war, hostilities, national emergency, riot, revolution, rebellion, deliberate sabotage, labour disputes/strikes,

fires, floods or any other acts of God. If, due to such an event, cancellation or postponement of the event is considered necessary by the organisers or BioPartner.co.uk, BioPartner.co.uk will be entitled to retain such proportion of sums paid by participants as may be necessary to cover unavoidable losses and expenses.

10.2 Additionally, BioPartner.co.uk reserves the right to cancel its participation at this event should an insufficient number of companies sign up to the UK Delegation, prior to the stated deadline.

ADDENDUM

FINANCIAL SUPPORT FROM UK TRADE & INVESTMENT

Full terms and conditions for the UK Trade & Investment Tradeshow Access Programme (TAP) are published elsewhere on our website (see www.biopartner.co.uk/documents/Exhibitor - Terms and Conditions 2011-12.doc).

For our UK Delegations, specific conditions attach to organisations supported by TAP:

- (i) The organisation must join the UK Delegation
- (ii) A representative of each TAP supported organisation must sign our attendance sheet before the end of Monday 2nd November, or TAP funding may be withdrawn.
- (iii) Following the completion of the event, exhibitors must complete an on-line evaluation questionnaire and submit it to UK Trade & Investment within two months of the close of the exhibition. UK Trade & Investment reserves the right to withhold support if this is not complied with.

Failure to adhere to the above conditions will result in withdrawal of funding.

The TAP grant will be paid after the exhibition and no later than four months after the event. Please visit www.uktradeinvest.gov.uk for details on the services of UK Trade & Investment.