



AirportsUK | Events Terms and Conditions

References to "us" refers to AirportsUK, a trading name of the Airport Operators Association Ltd, a company registered in England and Wales: 01041754 whose registered office is AirportsUK, Kings Buildings, 16 Smith Square, London SW1P 3HQ. References to "we" and "our" shall be construed accordingly.

The Event refers to AirportsUK's Operations Conference, which is organised by AirportsUK. The Event starts at 11.00am on 1 July followed by a drinks reception and dinner. The event concludes on 2 July at 1.30pm.

The Event takes place at the Hilton Bournemouth, Terrace Road, Bournemouth BH2 5EL, United Kingdom. All references to **"The Venue"** refer to this address.

References to **"venue staff"** refer to any person present at The Venue employed by or who acts on behalf of the Hilton Bournemouth and references to **"AirportsUK employees"** refer to any person employed by AirportsUK. References to **"Staff"** or **"a member of staff"** refer to venue staff and AirportsUK staff.

Any person present at The Venue during The Event who is not a member of staff is referred to as an **"attendee"**.

References to **"you"** refer to the entity which has purchased a ticket/pass through our booking service and references to **"your"** shall be construed accordingly.

All times given are UK times.

All places issued for The Event are subject to these Terms and Conditions.

You may alter some of the information associated with your booking purchased by you within 14 days prior to the start of The Event by following the link present in the confirmation email or contact: operationsconf26@airportsuk.org

Information cannot be altered and reflected in published attendee lists if they are made less than 14 days before The Event.

A person shall be permitted to enter The Venue if:

- They present a valid pass/ticket to a member of staff at the entrance to The Venue.
- Their name (as shown on a form of government issued ID) matches that associated with the pass/ticket.
- They arrive at The Venue at any time during the opening hours of the Event.

All tickets/passes will be valid from the point of purchase, but they will cease to be valid if:

- You or any person acting on your behalf sells or transfers without prior agreement a pass/ticket bought by you to any person.
- At the start of the event you owe any money to AirportsUK.
- You have cancelled your ticket/pass. You may cancel your purchase at any time by sending an email to operationsconf26@airportsuk.org stating that you would like to cancel. **Cancellations will be subject to additional charges, as outlined in our Refunds Policy.**

If your pass/ticket is cancelled or otherwise ceases to be valid a refund may be provided. We shall return all refunded monies to the same bank account which sent the initial payment within ten working days.

Refunds are calculated in line with our Refunds Policy which is as follows:



- All refunds will be given in Pound Sterling. We will not provide refunds in any other currency and accept no responsibility for losses to refund amounts incurred by you as a result of converting the refund amount into any other currency.
- If your ticket/pass ceases to be valid before **23:59 on the 1 May 2026** you will be refunded the price paid to us less a **£50 administration fee**.
- If your ticket/pass ceases to be valid prior to **23:59 on the 1 May 2026 and 23:59 on 28 May 2026** you will be refunded **50% of the entire price paid to us**.
- If your ticket/pass ceases to be valid at any time after **23:59 on the 29 May 2026** you will not receive a refund.

A member of staff may refuse a person entry to The Venue or request any person present at The Venue to leave if:

- They consider that the person is causing a nuisance to other attendees, members of staff or the public.
- They believe the person to be a danger to themselves or others.
- The person is unable to present photographic identification matching either their ticket/pass.
- The person is unable to produce a confirmation of purchasing a ticket/pass which would permit them to enter The Venue at that time.

AirportsUK may (at its sole discretion) change the format, speakers, participants content, venue location and programme or any other aspect of the Event at any time and for any reason, whether or not due to a Force Majeure Event, in each case without liability. For the purpose of these terms and conditions, a "Force Majeure Event" means any event arising that is beyond the reasonable control of AirportsUK including (without limitation) speaker or participant cancellation or withdrawal, supplier or contractor failure, venue damage or cancellation, health scares, industrial dispute, government regulations or action, military action, fire, flood, disaster, civil riot, acts of terrorism or war. In the event of a Force Majeure Event, the AirportsUK reserves the right to cancel or rearrange the Event without liability.

Please read and accept our Terms and Conditions before completing the registration – thank you.