



Surveyor Live – Exhibitor Event Terms & Conditions

Effective date: January 2026

Organiser: Surveyor Live

These Exhibitor Event Terms & Conditions apply to all in-person and virtual Surveyor Live events, including conferences, regional meetings, training courses, webinars, round tables and similar professional events (each an "Event").

Please read these Terms carefully before booking. By booking or attending an Event, you agree to be bound by them.

1. Definitions

- "We", "us", "our" means Surveyor Live (the "Organiser") and its promoters.
- "You", "exhibitor" means the individual or organisation booking, attending, or exhibiting at an Event.
- "Website" means www.surveyorlive.co.uk.

Words in the singular include the plural and vice versa. Headings are for convenience only and do not affect interpretation.

2. Booking, Contract Formation, Exhibitor Responsibilities

2.1 To request a place at an Event, you must submit a completed booking form to admin@surveyorlive.co.uk.

2.2 Your booking is not confirmed until we send you a written booking confirmation by email ("Booking Confirmation").

2.3 A legally binding contract is formed only when the Booking Confirmation is issued.

2.4 Places are allocated on a first-come, first-served basis and are subject to availability. We are not able to guarantee the positioning of specific spaces unless agreed in writing in advance.

2.5 Your booking secures a space only and does not include the provision of any stand or display equipment other than a standard table and chairs.

2.6 You must advise us, in advance, of any specific requirements you have in respect of facilities, such as electrical supply, for the event.



2.7 By confirming your booking you agree to:

- a) Accept a general duty to act professionally and lawfully
- b) Treat all staff, contractors, visitors and exhibitors with courtesy and respect
- c) Follow the venue and organiser instructions at all times
- d) Consider the health and safety requirements of staff, contractors, visitors and exhibitors at all times while in and around the venue.
- e) Ensure that you hold adequate Public Liability insurance and can provide evidence on request
- f) Consider, and where possible reduce, the environmental impact of all aspects of your attendance.

2.8 We accept no liability for your property or possessions before, during or after the event.

3. Event Fees & Payment

3.1 Event fees are as stated in our promotional materials or on the Website and are exclusive of VAT, unless stated otherwise.

3.2 Prices may change at any time, but price changes will not affect bookings already confirmed, except in the case of obvious error.

3.3 Payment must be made in accordance with the payment terms provided with your invoice or booking confirmation.

3.4 Invoices are payable within 30 days of invoice date or prior to the Event start date (whichever is sooner).

3.5 We reserve the right to charge interest on overdue payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

3.6 Bookings made within 14 days of the Event date are non-refundable and must be paid in full at the time of booking.



4. Discounts, Offers & Promotional Codes

4.1 From time to time, we may offer discounts or promotional pricing. Additional terms may apply and will be provided at the time of booking.

4.2 Discounts and promotional pricing are not applied retrospectively unless expressly agreed.

4.3 Promotional codes:

- May only be used by the intended recipient;
- Are limited to one per booking;
- Cannot be combined with other offers unless expressly permitted;
- Must be applied at the time of booking.

4.4 We reserve the right to cancel bookings made using promotional codes incorrectly or without authorisation.

5. Joining Instructions

5.1 Joining instructions (including venue details, timings and access information) will be sent by email no later than two weeks before the Event.

5.2 If you have not received joining instructions one week before the Event, please contact admin@surveyorlive.co.uk.

6. Event Programme & Changes

6.1 We reserve the right to make reasonable changes to the Event programme, including speakers, timings or content, where necessary.

6.2 Such changes do not entitle you to a refund, provided the overall nature and value of the Event is not materially altered.

7. Venue, Format & Accessibility

7.1 Events may be delivered in person, virtually, or in a hybrid format as confirmed at the time of booking.



7.2 We may change the venue or format of an Event where reasonably necessary due to circumstances beyond our control. If such a change causes a material disadvantage, you may contact us to discuss available options.

7.3 You are responsible for your own travel and accommodation arrangements.

7.4 You must comply with all venue rules, safety procedures and reasonable instructions while attending an Event.

7.5 You must ensure that any electrical equipment you bring to the event has been PAT tested and deemed safe to use.

7.6 Please notify us at the time of booking of any accessibility needs, medical conditions or dietary requirements.

8. Environmental Responsibility - Promotional material and Waste Management

8.1 You are encouraged to consider the environmental impact of all promotional materials, merchandise, and giveaways distributed at the Event. Wherever reasonably practicable, such materials should be produced from sustainable, recycled, or responsibly sourced materials and should be reusable, recyclable, or biodegradable.

8.2 You should avoid the distribution of unnecessary single-use items and materials that are difficult to recycle. We reserve the right to request information regarding the sustainability of proposed promotional materials and to prohibit items that are deemed excessively wasteful or environmentally harmful

8.3 You are responsible for the removal and appropriate disposal or recycling of any promotional materials or waste generated from your stand.

9. Cancellation, Refunds & Substitutions

9.1 All cancellations must be made in writing to admin@surveyorlive.co.uk.

9.2 Cancellation charges apply as follows:

- 12–8 weeks before the Event: 25% of the Event fee payable
- 8–4 weeks before the Event: 50% payable
- 4–2 weeks before the Event: 75% payable
- Less than 2 weeks before the Event: 100% payable

9.3 Bookings made within 14 days of the Event are subject to the above charges immediately.



10. Event Cancellation by Us

10.1 We reserve the right to cancel or reschedule an Event due to circumstances beyond our reasonable control, including low attendance, speaker unavailability or force majeure events.

10.2 In such cases, you will be offered a full refund, a credit note, or a transfer to an alternative Event of equivalent value.

10.3 We are not responsible for any additional costs incurred by you, including travel or accommodation expenses.

11. Event Materials & Intellectual Property

11.1 All Event materials remain the intellectual property of Surveyor Live or the relevant speaker.

11.2 Materials are provided for personal, non-commercial use only and may not be copied, shared or reproduced without prior written consent.

12. Liability

12.1 You are responsible for your personal belongings while attending an Event.

12.2 Our total liability to you for any claim arising out of an Event shall not exceed the total fees paid by you for that Event.

12.3 Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded.

13. Force Majeure

We shall not be liable for any failure or delay in performance caused by events beyond our reasonable control, including but not limited to natural disasters, industrial action, acts of terrorism, government restrictions or failures of utilities or transport.

14. Photography, Video & Media

14.1 Events may be photographed or recorded for marketing and promotional purposes.



14.2 We will take reasonable steps to respect the preferences of individuals who do not wish to appear in such media. If you wish to opt out, please notify us before the Event.

15. Data Protection & Privacy

15.1 We process personal data in accordance with UK data protection legislation.

15.2 Exhibitor contact details may be shared with Event delegates, sponsors or partners only where appropriate and relevant, and you may opt out of such sharing at any time.

15.3 Full details are set out in our Privacy Policy.

16. Changes to These Terms

We may update these Terms from time to time. The version in force at the time of booking will apply unless changes are required by law.

17. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes shall be subject to the non-exclusive jurisdiction of the English courts.

Contact: admin@surveyorlive.co.uk

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