

Terms and conditions

This page sets out the terms and conditions that apply to your purchase of/ access to a place at CoppaFeel! Healthcare Professionals Conference 2026 (the "Event"). Please read these carefully.

1 - THE AGREEMENT

1.1 You are entering into an agreement (the "Agreement") to attend an in-person event ("Event") provided by CoppaFeel Trading Ltd, a company limited by shares registered in England and Wales with company number 10707836. ("CoppaFeel!").

1.2 The expressions "we", "us" and "our" refer to CoppaFeel!.

1.3 If you will be attending the Event on behalf of your employer or otherwise as a representative of an organisation, you confirm that you have authority to bind that organisation but you remain personally bound by this Agreement and you are also responsible for ensuring that any other persons who attend the Event using your booking are aware of the Agreement and that that they comply its terms.

1.4 Contact details for CoppaFeel! are as follows:

By email: conference@coppafeel.org

The CoppaFeel! team are usually available between 10:00 and 16:00 Monday to Friday (except on a public holiday).

2 - CONDITIONS OF ORDER

2.1 Your attendance at the Event is conditional upon:

- 2.1.1 our receipt of payment in full in advance of the Event (if applicable);
- 2.1.2 you providing true, genuine, accurate and complete information in your order;
- 2.1.3 where you are placing an order on behalf of an organisation or another individual, that you are duly authorised to place such order on behalf of such organisation or other person(s); and,
- 2.1.4 you receiving an email confirming your order. If you do not receive confirmation of your order, please contact the CoppaFeel! team (contact details set out at clause 1.4 above).

2.2 Delegates and their firm/organisation are jointly and severally liable for payment of the fees due (if applicable).

3 - PRICE

3.1 The prices payable and payment methods available for the Event are set out on the registration form where applicable.

3.2 All payments, where required, must be in GB Pounds Sterling.

3.3 Where applicable, payments must be made in full at the time of booking via our third-party payment processor, Stripe. By making payment, you agree to be bound by Stripe's terms and conditions in addition to the terms of this Agreement.

3.4 The registration fee is as stated at the time of booking on the registration form and is inclusive of VAT unless stated otherwise.

4 - YOUR ORDER

4.1 All registrations are subject to availability and acceptance by CoppaFeel! CoppaFeel! reserves the right to give booking preference to

persons who meet the attendance criteria for the Event as determined by CoppaFeel! from time to time.

4.1 Confirmation of your Event order by us will constitute a legally binding contract between us. Your place at the Event is only confirmed once you receive written confirmation from us.

5 – IN-PERSON EVENTS

5.1 You must give us written notice at least 7 days before an Event if you have any special dietary requirements by sending an email to conference@coppafeel.org. We will make reasonable efforts to accommodate any dietary requirements notified to us under this clause, but it may not be possible to do so. A supplement may be payable for special dietary requests.

6 – IN-PERSON EVENT ORDER CANCELLATIONS AND CHANGES – BY US

6.1 We reserve the right to amend or cancel any in-person Event or any booking for an in-person Event. This includes making changes to the Event programme, venue, speakers and timings.

6.2 Should the Event or a booking be cancelled by us, a full refund of the registration fee (if applicable) will be made. CoppaFeel! can accept no further liability in the event of cancellation or amendment, including no liability for any expenses incurred in relation to the booking or cancellation.

7 – IN PERSON EVENT ORDER CANCELLATIONS AND CHANGES – BY YOU

7.1 No refunds shall be made if you cancel a booking for an in-person Event, other than in exceptional circumstances at CoppaFeel!'s absolute discretion.

7.2 Individuals and/or practices may not substitute a delegate at an Event, except in exceptional circumstances. The acceptance of a substitute will be at the discretion of CoppaFeel! and there may be additional charge for the substitution.

7.3 If you need to change other details of your booking, please contact us via conference@coppafeel.org. Please be ready to quote your booking ID and date of booking. It will not be possible to change certain details, such as the time, date and location of the Event.

8 – INTELLECTUAL PROPERTY RIGHTS AND YOUR USE OF EVENTS

8.1 Without prejudice to any rights available to you under data protection and where applicable, by attending the Event, you agree that CoppaFeel! may use, reproduce, and/or publish in any way whatsoever (without any payment being due to you) any materials (including but not limited to written material, images and/or video/audio) pertaining to you or that you share in the Event (“Attendee Materials”) and that CoppaFeel! may license others to do the same. Attendee Materials may be used (without limitation) in various publications, public affairs releases, recruitment material, broadcast material, CoppaFeel!’s website/s or for other related endeavours. This authorisation is continuous and may only be withdrawn with the prior written agreement of CoppaFeel!.

8.2 CoppaFeel! reserves all its intellectual property rights (including but not limited to all copyright) which it either owns or holds as licensor in the Event and any materials forming part of the Event (including but not limited to written materials, slides, recordings, assessments and downloadable materials) made available to you as part of the Event (“CoppaFeel! Materials”) and you agree that you will not do anything to infringe or prejudice those rights.

8.3 You may view (and where required to do so, download certain) CoppaFeel! Materials for your non-commercial personal educational and training purposes only, subject to the restrictions set out in clause 8.4 below.

8.4 You may not:

- 8.4.1 download or copy onto any device or medium any CoppaFeel! Materials other than as may be required as part of the Event;
- 8.4.2 sell, sublicense, distribute, display, broadcast, store, modify, translate or transfer any CoppaFeel! Materials;
- 8.4.3 use any CoppaFeel! Materials to create any derivative materials or competitive products;
- 8.4.4 use any automated, programmatic, scripted or other mechanical means to access the Event;
- 8.4.5 allow anyone except the individual to whom access to an Event has been allocated to attend the Event;
- 8.4.6 allow any third parties to access, use or benefit from the CoppaFeel! Materials in any way
- 8.4.7 record any audio or video content of the Event/ at the Event.

9 – EXCLUSION OF WARRANTY AND LIMITATION OF LIABILITY

9.1 CoppaFeel! makes every effort to try to ensure that Events are relevant and topical. However, no representations are made that Events are tailored or bespoke for any specific business or individual purposes and all warranties for fitness for purpose and all other express and implied warranties are therefore excluded to the fullest extent lawfully permitted.

9.2 The content of the Event is intended for educational and informational purposes only and the content does not constitute medical advice, clinical instruction or a substitute for professional advice.

9.3 Except in respect of death or personal injury caused by our negligence, for fraud and except as otherwise specifically provided by law, CoppaFeel!'s entire liability under or in connection with the Agreement shall be the price paid by you and we will have no liability to you for any claim to the extent that the same is or can be characterised as a claim for (or arising from): loss of revenue or profits; loss of anticipated savings; loss of goodwill or injury to reputation; loss of business opportunity; loss of data; losses suffered by third parties (whether such losses are direct or indirect); losses suffered by any person acting or refraining from action as a result of information delivered during or in connection with the Event; or indirect, consequential or special loss or damage, regardless of the form of action, whether in contract, strict liability or tort (including negligence), and howsoever arising.

10 – DATA PROTECTION

10.1 All personal information you disclose to us under the Agreement will be processed in accordance with [CoppaFeel!'s Privacy Policy](#).

10.2 Without prejudice to clause 10.1 above, your name, job title and organisation as provided on the order form will be shared with fellow delegates of the Event for networking purposes. If you would prefer for your personal information not to be visible to delegates in this way, please contact us using the contact details at clause 1.4 and quote your booking reference number.

10.3 You agree that any personal information you submit as part of your use of the Event is accurate and that you have all necessary permissions to submit such personal information.

10.4 We may use photographs and video footage taken at the Event for promotional purposes, including on websites, social media, printed materials and other media, as we have legitimate interest to promote and document the Event. These photographs and video footage may also be shared with third-party partners. If you do not wish for your photos or videos to be used for promotional purposes, please notify us by using the contact details at clause 1.4.

11 - COMPLAINTS

11.1 If you are not satisfied with any aspect of the Event, please contact the CoppaFeel! team using the contact details set out at clause 1.4

12 – CODE OF CONDUCT

12.1. You agree at all times to abide by the conduct expectations of CoppaFeel! and associated partners (including but not limited to legal requirements, venue rules and health and safety requirements), and doing so is a condition of you being allowed to take part in the Event. CoppaFeel! reserves the right to ask you to leave if it deems your conduct to be inappropriate, this decision will be at the sole discretion of CoppaFeel!. No refund will be provided in such circumstances.

13 - GENERAL

13.1 The Agreement sets out the entire agreement between you and us and supersedes any previous agreement or understanding and may not be varied except in writing between you and us.

13.2 No waiver by us of any breach of these terms and conditions shall be considered as a waiver of any subsequent breach of the same or any other provision.

13.3 You may not transfer any of your rights under the Agreement to any other person. We may transfer our rights under the Agreement where we reasonably believe your rights will not be affected.

13.4 A person who is not a party to the Agreement shall have no right under the UK Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Agreement. This does not affect any right or remedy of a person who is not a party to the Agreement that exists or is available apart from that Act.

13.5 If any provision in the Agreement is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions (and the remainder of the provision in question) shall be unaffected.

13.6 The Agreement shall be governed by the laws of England and Wales and you agree to submit to the exclusive jurisdiction of the courts of England and Wales.