

Booking Terms and Conditions

This document sets out the terms agreed between You (“the Delegate”) and the Institute of Translation and Interpreting (ITI) upon which a Delegate may attend the Event (defined below). Please read these Terms carefully as they contain important information.

1) Definitions

- 1.1 “Booking” means purchasing a ticket for the Event via the ITI Conference website.
- 1.2 “Event” means EX:CHANGE 2026 to be held on 1-2 July 2026.
- 1.3 “Fee” means the total sum payable by You to ITI for the ticket to attend the Event.
- 1.4 “Anniversary Dinner” means the evening dinner on 1 July 2026.
- 1.5 “ITI Conference website” means the website via which Bookings and payment for tickets for the Event can be made.
- 1.6 “Payee” means the individual paying for the ticket to the Event.

2) Ticket Types

The following ticket types are available for the Event and shall have the following meanings and characteristics. (There are four price bands dependant on membership type - member, student member, non-member, and students who are not members):

- 2.1 “All-inclusive ticket” means a ticket which includes the Anniversary Dinner, that is available until booking closes at midnight on 16 June 2026 (subject to availability).
- 2.2 “Conference-only ticket” means a ticket which does not include the Anniversary Dinner, that is available until booking closes at midnight on 16 June 2026 (subject to availability).

3) Attendee Responsibilities

- 3.1. Attendees are responsible for providing accurate and complete information during the booking process.
- 3.2. Attendees are required to bring a valid photo ID and a copy of the Ticket confirmation email to gain entry to the Event.
- 3.3. Attendees are responsible for their own travel arrangements, accommodation, and any related costs.

4) Tickets and Booking

- 4.1 Bookings for this Event are permitted up to midnight on 16 June 2026 (subject to availability).
- 4.2 By purchasing a ticket to the Event, you acknowledge the acceptance of these Terms.
- 4.3 Bookings for all ticket types for the Event can only be made via the ITI website.
- 4.4 ITI will try to assist with any special requests for a facility or service made by You in relation to the Event which is not advertised, however we shall not accept any Booking that is conditional upon such special requests being met.
- 4.5 Once purchased, tickets for the Event cannot be transferred to another attendee without the written permission of ITI.
- 4.6 Ticket availability is subject to a first-come, first-served basis. ITI reserves the right to limit the number of tickets available for each ticket type.

5) Payment and VAT

- 5.1 Payment for all ticket types can only be made via the ITI Conference website using a credit or debit card. All payments must be made to ITI in Sterling via the ITI Conference website and any bank charges for foreign currency transactions shall be covered by the Payee.
- 5.2 Full payment for all ticket types are payable immediately in order to complete the Booking online.

5.3 All prices quoted are inclusive of VAT charged at 20%. [You may be entitled to claim the VAT back on the conference cost and we suggest you discuss this with your accountant or tax adviser.]

6) Cancellations

6.1 If You wish to cancel the Booking You shall notify ITI in writing prior to the Event date. The following cancellation fees are payable in relation to all ticket types, dependent on when the written notification of cancellation is received:

- Cancellation by 30 April 2026: Refund of Fee less 50%.
- Cancellation during May 2026: Refund of Fee less 75%.
- Cancellation on or after 1 June 2026: No refund, even in the event that ITI resells the cancelled attendance spaces after such cancellation by You.

6.2 In the event of non-attendance at the Event no refunds will be given.

6.3 ITI may (at its sole discretion) suspend the Event, change the date and/or venue for the Event for any reason and if You are able to attend the revised Event, these Terms shall continue to apply. If You promptly notify ITI in writing before the date of the Event that You do not wish to attend the re-arranged Event ITI shall reimburse the Fee to You. In the event of cancellation of the in-person element of the conference by ITI, delegates will be given a virtual ticket and the balance will be refunded. ITI shall have no other liability to You in respect of the Event.

6.4 ITI may (at its sole discretion) cancel the Event at any time for any reason and shall in such event reimburse the Fee to You. ITI shall have no other liability to You in respect of the Event.

6.5 Tickets that include entrance to the Anniversary Dinner will not be eligible for refunds, partial or otherwise, in the event that the Delegate is unable to attend the Anniversary Dinner.

7) Data protection

All information that ITI holds regarding your conference booking will be held and processed strictly in accordance with the provisions of the General Data Protection Regulations and [ITI's Privacy Policy](#).

8) Recorded material

Photographs and video recordings may be taken and made at the conference by an official ITI photographer/ videographer. ITI may use these photos and videos in post-event publicity and on future marketing materials. In registering to attend the conference, delegates agree to the official photographer/videographer taking such photographs and videos, and to ITI using the photographs and videos as set out above. If you do not wish to be in any photography or video, you must notify a member of the ITI team immediately upon arrival at the conference for further guidance.

Delegates are not permitted to make their own video or audio recordings of any part of the event or use any photographs or videos for commercial purposes, unless they have ITI's permission.

Please note: Other attendees at the conference (delegates, speakers, exhibitors and sponsors etc.) may also take photographs and videos. ITI accepts no responsibility in connection with the use of these photographs or videos.

9) Exclusion of Liability

To the fullest extent permitted by the applicable law, ITI excludes: (a) all liability for loss, injury or damage to persons or property at the Event; (b) all indemnities, warranties, representations, terms and conditions (whether express or implied); and (c) any actual or alleged indirect loss

or consequential loss howsoever arising suffered by You, or any loss of profits, anticipated profits, savings, loss of business revenue, loss of business, loss of opportunity, loss of goodwill, or any other type of economic loss (whether direct or indirect).

Fringe events are excluded from this cover. If ITI is liable to You for any reason, ITI's total liability under these Terms or otherwise in relation to the Event is limited to the amount of the Fee received by ITI.

10) Conduct

All attendees have the right to pursue shared interests without harassment or discrimination in an environment that supports diversity and inclusion. Attendees are expected to adhere to the Event's Code of Conduct. ITI will not tolerate discrimination, harassment, or bullying in any form at any ITI-related events.

11) Accuracy of information

All information given in any literature produced by or on behalf of ITI is given in good faith and is intended as a guide to the Event only and is subject to change without notice.

12) Lost property

Any non-perishable lost property found at the Event will only be kept by ITI for up to 1 month before disposal.

13) Additional sessions or activities

Any additional sessions or activities will be priced separately and will not be included in the Event ticket (unless specifically stated in the ticket type). Such additional activities may include sightseeing tours and day trips before and after the Event, as well as evening programmes which are all subject to availability.

14) Jurisdiction

The construction validity and performance of this Agreement shall be governed by the laws of England and Wales and the Parties hereby submit to the exclusive jurisdiction of the English Courts.

15) Queries

If you have any questions regarding these terms and conditions or issues with your Booking please contact conference@iti.org.uk.

ITI reserves the right to vary these Terms from time to time. No notification will be sent in the event of such variations unless such variations shall be fundamental to the performance of the contract.