

StationeryFest / PlannerFest / JournalFest Terms & Conditions

StationeryFest, PlannerFest and JournalFest are events produced by Events Northern Ltd. Bookings can be made via our websites, stallholder booking form or ticketing platforms. Places cannot be guaranteed. All bookings are made on a first-come, first-served basis. We reserve the right to change the programme/speakers/workshops/stallholders/venue/date/timings after publication if necessary due to circumstances beyond our control.

Photographs

We will be taking photographs and filming at the event, which will be used for future marketing purposes.

Bookings by Card

Book and pay via the website/ticketing sites. You will receive a confirmation email confirming payment.

Payments by Installments

Stallholders and attendees paying by installments will receive an invoice detailing the ways to pay and deadlines. Payments must be received by the due date otherwise the place/stall will be cancelled and no refund will be due on the initial payment(s). Marketing or announcements of stallholders may be delayed/other businesses prioritised until full payment has cleared. Stallholders cannot select any location on the floor plan until payment is made in full. Attendees that have not paid the full balance will have their event ticket voided.

Early Bird Special Rates

In order to qualify for any special or 'early bird' rates, booking and payment must be received at the time of booking for the requested amount (in full/deposit payment if paying in installments). Special rates are offered on a first come, first served basis.

Stallholder special rates (Champion Supporter Rates) can be revoked and the additional fee invoiced at any stage if the stallholder prefers not to actively promote StationeryFest/PlannerFest/JournalFest and their involvement in it, and supply a raffle prize and/or goodie bag insert. The organisers may request proof of at least 10 social media posts or other promotions and announcements to confirm eligibility for the special discounted rate.

Hardship Fund

At our discretion, we may be able to offer a limited number of hardship places. Please email bex@plannerfest.co.uk, to confirm interest and status. The organiser and our sponsors may decide on eligibility for this award.

Competitions

At our discretion, we may run competitions from time to time. The social media platform used is in no way affiliated or involved with these competitions. By entering the competition you agree to these terms and conditions and the stipulations outlined in the competition details. To enter, you must be happy to be contacted and mentioned via your social media handle/profile. We cannot take responsibility for entries that are lost, delayed, misdirected, incomplete or that cannot be delivered or entered for any technical or other reason. We accept no responsibility for any costs associated with prizes and not specifically included in the prizes (including, without limitation, travel to and from the event and any associated accommodation). If no response is received within 48 hours we reserve the right to offer any prizes to another recipient. Prizes are non-exchangeable, non-transferable and are not redeemable for cash or other prizes. We retain the right to substitute, at our discretion, each prize with another similar prize in the event the original prize offered is not available. Winners may be required to participate in publicity related to the prize which may include the publication of their name and social media handle in any media. We accept no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by you as a result of entering the competition or accepting the prize. We reserve the right at any time and from time to time to modify or discontinue, temporarily

or permanently, competitions with or without prior notice due to reasons outside its control (including, without limitation, in the case of anticipated, suspected or actual fraud). Our decision in all matters under its control is final and binding and no correspondence will be entered into.

Late Bookings

PlannerFest and JournalFest will accept late VIP delegate bookings subject to availability and immediate payment in full. In exceptional circumstances at the organiser's discretion, this may involve paying in cash or by card at the event (a receipt can be issued).

Attendee Cancellations

Attendee cancellations received within 30 days of booking will receive a refund minus a £30 administration charge, as long as there are more than 90 days until the event date. Cancellations received less than 90 days from the event will not be refundable. Bookings for those who do not attend on the day will still be payable in full, whatever the circumstances, for example:

- changes to attendee's personal circumstances
- inclement weather
- transport delays/disruption/cancellation/break down
- any other reasons outside the organiser's control.

Substitute Delegates

If you become unable to attend the event at any stage, you are welcome to sell/pass your ticket onto someone else, however you must notify us of:

- The original ticket holder name
- The new ticket holder name
- The new attendee email address
- Any special requirements (disability, access, etc)
- Any other information we request, as per the booking form

Stallholder Cancellations

Stallholder cancellations received within 30 days of booking will receive a refund minus a £50 administration charge, if more than 90 days from the event. Cancellations received after this time, cancellations less than 90 days before the event, or failure to attend the event will not be refundable. Bookings for those who do not attend on the day will still be payable in full, whatever the circumstances, for example:

- changes to attendee's personal circumstances
- inclement weather
- transport delays/disruption/cancellation/break down
- any other reasons outside the organiser's control.

Under 18s

Children (those under 18 years of age) must be accompanied and supervised by an adult at all times when attending the event.

Special Requirements

PlannerFest, JournalFest and StationeryFest is committed to meeting the needs of all attendees and will try to ensure any special requirements are accommodated subject to reasonable prior notice. If you have any special access/disability/dietary requirements, please let us know via the question on the online registration form or by emailing bex@plannerfest.co.uk. We will do our best to meet your requirements.

Limitation of Liability

1. StationeryFest/PlannerFest/JournalFest/Events Northern Ltd does not accept responsibility for accident, injury or loss suffered while attending events unless it is directly due to negligence on its part.
2. StationeryFest/PlannerFest/JournalFest/Events Northern Ltd accepts no responsibility for attendees using material or information gained at our events.
3. The copyright of all presentation material rests with the presenter, trainer, or speaker and StationeryFest/PlannerFest/JournalFest/Events Northern Ltd may not be held responsible for any infringements as a result of plagiarism, libel, slander or any misuse of any material.
4. It may be necessary for reasons beyond the control of StationeryFest/PlannerFest/JournalFest/Events Northern Ltd to change details such as the content, timing, speakers, stallholders or the venue for the event.
5. Please be advised that StationeryFest/PlannerFest/JournalFest/Events Northern Ltd cannot be held responsible for any travel, or accommodation costs, incurred in the unlikelihood that the event be postponed or cancelled. In the event of cancellation, StationeryFest/PlannerFest/JournalFest/Events Northern Ltd will return any payments received in advance.

The organisers shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, epidemic, pandemic, government restriction, supervening legislation or any other circumstances amounting to force majeure.

Privacy Policy

Introduction

This policy sets out how we collect, process and hold your personal data if you visit our event ticketing sites, website or otherwise provide personal data to us. We are StationeryFest/PlannerFest/JournalFest (Events Northern Ltd) of Bee Lane, Preston, PR1 9TU. We are the data controller of your personal data.

This policy affects your legal rights and obligations so please read it carefully. If you have any questions, please contact us at bex@plannerfest.co.uk or call us on 07810802977.

Personal data we collect

We collect, process, store and use personal data when you book a ticket to an event including your name, address and email address together with payment information. We may also collect personal data that you give to us about other people if you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy. All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

You do not need to provide us with any personal data to view our event ticket shop. However, we may still collect the information set under the Data we automatically collect section of this policy, and marketing communications in accordance with the Marketing Communications section of this policy.

When you contact us by email or post, we may keep a record of the correspondence and we may also record any telephone call we have with you.

Data we automatically collect

When you visit our event ticket shop, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique

ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. We collect this information using cookies in accordance with the Cookie section of this policy and we use the information we collect on an anonymous basis to improve our event ticket shop, our events and the services we provide, and for analytical and research purposes.

We also allow advertisers and advertising networks to collect information about your computer or mobile device, activities, and geographic location to enable them to display targeted ads to you and provide us with anonymous information about our users' behaviour. Again, this takes place through the use of cookies in accordance with the Cookie section of this policy.

Marketing Communications

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys and information about new events. We retain a record of your consent.

You can choose to no longer receive marketing communications by contacting us at bex@plannerfest.co.uk or clicking unsubscribe from a marketing email. If you do unsubscribe to marketing communications, it may take up to 5 business days for your new preferences to take effect. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

Lawful processing of your personal data

We will use your personal data in order to comply with our contractual obligation to supply to you the tickets to an event that you have booked, including to contact you with any information relating to the event, to deliver the event to you in accordance with any requests you make and that we agree to, and to deal with any questions, comments or complaints you have in relation to the event.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example anti-money laundering), for audit purposes and to contact you about changes to this policy.

Who do we share your data with?

We may share your personal data with service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers. Under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

Where we hold and process your personal data

Some or all of your personal data may be stored or transferred outside of the European Union (the EU) for any reason, including for example, if our email server is located in a country outside the EU or if any of our service providers or their servers are based outside of the EU. We shall only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to identify when users revisit that website.

Our event ticket shop uses cookies so that we can recognise you when you return and personalise your settings

and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our event ticket shop may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how the event ticket shop is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the event ticket shop, where visitors generally came from, how long they stayed on the event ticket shop, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

Security

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored on our secure servers. Any payment transactions are encrypted using SSL technology.

Where we have given, or you have chosen a password, you are responsible for keeping this password confidential.

However, you acknowledge that no system can be completely secure. Therefore, although we take these steps to secure your personal data, we do not promise that your personal data will always remain completely secure.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact us at bex@plannerfest.co.uk.

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

If you have any complaints in relation to this policy or otherwise in relation to our processing of your personal data, you should contact the UK supervisory authority: the Information Commissioner, see www.ico.org.uk. Our event ticket shop may contain links to other sites of interest. Once you have used these links to leave our event ticket shop, you should note that we do not have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

Retention

If you register with us, we shall retain your personal data until you close your account. If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications. If you have otherwise booked a ticket with us or contacted us with a question or comment, we shall retain your personal data for 12 months following such contact to respond to any further queries you might have.

General

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the law of England and Wales, and you agree to submit to the exclusive jurisdiction of the English Courts.

We may change the terms of this policy from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our event ticket shop after the time we state the changes will take effect, you will have accepted the changes.