

Royal College of Anaesthetists (RCoA), Faculty of Intensive Care Medicine (FICM) and Faculty of Pain Medicine (FPM)

Education and Events Terms and Conditions

1. Booking

- 1.1 Eligibility
- 1.2 Payment
- 1.3 Confirmation

2. Transfers

3. Cancellations

- 3.1 Cancellations made by a delegate
- 3.2 Postponement or cancellation of the event by the RCoA

4. Data protection

5. At the event

- 5.1 Registration
- 5.2 Photography and video
- 5.3 Event content
- 5.5 Smoking
- 5.6 Liabilities
- 5.7 Ticket re-selling
- 5.8 Special requirements
- 5.9 Free events
- 5.10 Children

6. After the event: CPD and certificate of attendance

- 6.1 CPD
- 6.2 Certificate of Attendance

7. Online events and courses

- 7.1 Technical Difficulties
- 7.2 Cancelling your place at an online event
- 7.3 Transferring your place at an online event
- 7.4 Unable to attend an online event

8. Copyright of Educational Resources

9. Event sponsorship

10. Definitions

11. Contact us

Royal College of Anaesthetists



1. Booking

1.1 Eligibility

Some events are tailored to individuals in a certain role or with particular experience. If this is the case, clear eligibility criteria will be displayed on the event webpage. Please ensure you read this carefully and meet all requirements before registering. We regret that delegates not meeting the eligibility criteria will not be permitted to attend the event and will have their registration fee returned to them in full. If you are unsure about the eligibility criteria for an event please contact the relevant team, [contact details below](#).

1.2 Payment

Payment must be made at the time of booking unless otherwise stated. We, the RCoA, FICM and FPM, are unable to hold places on events without payment. Credit or debit card payments must be made online via WorldPay or over the phone. We do not accept purchase orders or raise invoices for places on our events.

Discounts, from the membership rate, given at the College's discretion, are usually offered at booking for the following membership types:

- 25% for Anaesthetists in Training (not applicable to revision courses)
- 25% for anaesthetists on parental leave
- 50% for Senior Fellows Club
- 75% for Student / foundation doctor

Proof of eligibility may be requested at any time. Failure to provide proof will result in the delegate being charged the standard rate for the event.

Not all of our events are aimed at trainees or student / foundation year doctors; therefore, there may be occasions where there will be no discounted option.

Discounts for AHPs may also be available for certain events at the same rate as RCoA Anaesthetists in Training. AHPs are defined as the following roles, physician's assistant, art therapist, chiropodists/podiatrists, diagnostic radiographer, dietitian, drama therapist, music therapist, occupational therapist, operating department practitioner, orthoptist, osteopath, paramedic, physiotherapist, podiatrist, prosthetist/orthoptist, chiropodists/podiatrists, speech and language therapist and therapeutic radiographer. This discount will only be available when advertised on the RCoA website.

Discounts for nurses may also be available for certain events at the same rate as RCoA student and foundation year doctors (75% discount). This discount will only be available when advertised on our website.

Payment is required by credit/debit card in advance of the event date. If you register on the day of an event we will only accept payment by credit or debit card. Cheques and cash will not be accepted. All payments will be made in sterling and payment in other currencies will not be accepted.

If payment has not been made for the delegate place, we reserve the right to refuse admission to the event or in the case of an online event the joining links will be withheld.

Royal College of Anaesthetists

Churchill House, 35 Red Lion Square, London, WC1R 4SG
020 7092 1673 | events@rcoa.ac.uk | www.rcoa.ac.uk/events
Registered Charity Number: 1013887 Registered Charity Number in Scotland: SCO37737
Version: July 2020



1.3 Confirmation

A receipt and booking confirmation will be emailed to you automatically upon completion of your online event registration. You will also receive a separate email receipt from WorldPay.

Places at events are guaranteed once you have received written confirmation and paid in full. We reserve the right to decline anyone a place on an event.

2. Transfers

All transfers are at the discretion of the College. If you are unable to attend an event you have booked and paid for and would like to transfer to another event, please send a written request to the relevant team using the contact details below. It is the responsibility of the delegate to ensure written requests are received by the relevant team. To ensure a swift transfer, the written request should include the following information:

- delegate name in full
- address
- college reference number or GMC number if applicable
- name and date of original event booked
- name and date of event delegate wishes to transfer to

Delegates are not permitted to transfer to events that are not administered by us for a full list of future events please look at our websites.

- Delegates can transfer to any event administered by us without charge, if we receive a written request no less than 10 working days before the original event start date.
- Delegates will not be able to transfer to events not administered by us and vice versa.
- Eligible events are those that are run by us and published on their websites at the time of transfer and can be no more than 12 months from the date of the written request to transfer.
- Delegates will not be eligible to transfer if we receive their written transfer request less than 10 working days before the event start date. They will be refunded in accordance with the cancellation policy (see below).
- If the registration price of the event the delegate wishes to transfer to is greater than the original event price, the delegate must pay the difference before the event start date to complete the transfer and to secure their place.
- If the registration price of the event the delegate wishes to transfer to is less than the original event price, we will issue a refund in accordance with the cancellation policy applicable on the date the written request to transfer was received e.g. amount due minus the administration fee.

If a delegate wishes to not attend an event and transfer their booking to another named person, this can be done without an administration charge. The request must be made in writing and it is the responsibility of the delegate to ensure the written request has been received by the relevant team, contact details below.

If you wish to transfer your place at an online event to another face to face or online event please follow the process outlined above. In addition no transfer will be permitted, even in exceptional circumstances if the joining links have been emailed to delegates.

Royal College of Anaesthetists



3. Cancellations

3.1 Cancellations made by a delegate

If a delegate wishes to cancel their place at an event they will need to send a written request to the relevant team, contact details below. It is the responsibility of the delegate to ensure the written request is received by the relevant team. The written request will be time stamped upon receipt and the delegate will receive a response by e-mail, outlining their options. The money paid to register for the event will be returned to delegates in accordance with the schedule below;

Notice given by delegate	Amount refundable
More than 10 working days before the start of the event	<ul style="list-style-type: none">100% refund - minus the administration charge of £40* or <ul style="list-style-type: none">transfer to another event at the College's discretion
Less than and including, 10 working days before the start of the event	No refund available Unless we consider there to be exceptional circumstances

*All events with a registration price of less than £100 will be exempt from the administration charge.

If you fail to attend the event you are registered for and do not notify us in writing more than 10 working days in advance, we will be unable to offer a refund. Personal arrangements including travel, accommodation or hospitality relating to the event which have been arranged by you are at your own risk. We are not liable for any loss of enjoyment or costs incurred by you in not attending an event.

If cancelling more than one event at once only a single administration fee will be charged on all events cancelled.

If you wish to cancel your place at an online event please follow the process outlined above. In addition no refund will be permitted, even in exceptional circumstances if the joining links have been emailed to delegates.

3.2 Postponement or cancellation of the event by the RCoA

If an event is postponed, cancelled or other material changes are made (such as a change of location); we will notify you by e-mail as soon as possible. The original place purchased will remain valid if a revised event is scheduled. However, should you be unable to attend the revised event or it is cancelled, we will offer you the option to transfer to an alternative event or receive a refund of the face value of the place without an administration charge. If the option to transfer to another event is chosen the normal transfer rules will apply.

Personal arrangements including travel, accommodation or hospitality relating to the event which have been arranged by you are at your own risk. We shall not be liable for any loss of enjoyment or any costs incurred by you if an event being postponed or cancelled.

No liability is assumed whatsoever if a delegate is unable to attend the event due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders attendance at the event impracticable, illegal or impossible unless the whole event is



cancelled. A fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather, terrorist activity, pandemic or other emergencies.

Refunds will be issued as soon as possible via the payment method originally used for the booking. The College will endeavour to refund your fee within 10 working days, however sometimes due to the volume of refunds it may take slightly longer. You may have to contact your card provider if the College refunds you via WorldPay and the money is not returned to you by your card provider promptly.

4. Data protection

Personal data will be stored and used according to our privacy notice which can be found [here](#) and the data protection policy which can be found [here](#).

Sometimes it is necessary to share information with third parties as an essential part of being able to provide our services to you. By completing your registration, you agree that we can share your details as follows:

- Name and dietary/access requirements: will be shared with our venue and/or caterer
- Name, job title and hospital/organisation: will be shared with venues, clinical content leads and sponsors
- Name, job title, organisation, dietary/access requirements: will be shared with organisations if we are running the event on their behalf

5. At the event

We reserve the right in combination with any other statements or directives which may be shown on delegate paperwork, marketing materials or displayed in our venues to:

- refuse the use of any form of audio or visual equipment for filming or live streaming without official sign off. If found in breach of this clause, we reserve the right to remove you from the event with no refund
- conduct security searches to ensure the safety of delegates
- refuse admission or expel any person, whose conduct renders such a course necessary, this includes but is not limited to; being abusive to staff members; being under the influence of drugs and / or alcohol, being unable to provide a valid proof of purchase for the event.

By purchasing a place at our event you accept that:

5.1 Registration

Checking in and out of an event is mandatory to ensure you receive the correct CPD accreditation and for health and safety purposes.

5.2 Photography and video

You may be photographed, filmed and sound recorded. The material captured may be used for promotional or educational purposes and by attending the event, you consent to your image being used. Delegates who do not wish to be photographed or filmed should make themselves known to event staff at the beginning of the event.



5.3 Event content

Speakers and topics have been confirmed at the time of publishing. Circumstances beyond our control may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such we reserve the right to alter or modify the advertised speakers and/or topics if necessary without liability to you whatsoever. Any substitutions or alterations will be posted on the event webpage as soon as possible.

We accept no legal responsibility for facts stated or opinions expressed during its events. It is up to each delegate to satisfy themselves as to which facts and opinions should be relied on.

5.4 Delegate materials

Subject to speaker permission, delegate materials such as presentations and further reading will be shared with delegates via email or will be uploaded to the event webpage.

5.5 Smoking

Smoking and vaping are not allowed within any of the venues used for our events.

5.6 Liabilities

We will not under any circumstances accept responsibility for or liability in respect of damage or loss of any goods or articles of any kind brought to or left in the venue by you. Delegates will be liable for the full commercial cost of any venue property or equipment lost or damaged as a result of their individual actions whilst on-site. Nothing in these terms and conditions limits or exclude or restrict our liability to you for personal injury or death due to negligence on our behalf.

5.7 Ticket re-selling

Should a place be re-sold or transferred for profit or commercial gain by anyone other than us, it will become voidable and the holder may be refused entry to, or ejected from, the venue.

5.8 Special requirements

We endeavour to ensure our events are accessible for everyone. If you have any special requirements, please detail these when registering. Every effort will be made to cater for dietary requirements, when requested at least 5 working days before the event. Requests and changes after this time cannot be guaranteed. Dietary requirements given by delegates will be passed onto the venue and catering services, however we cannot guarantee food will be prepared in an allergen free environment.

5.9 Free events

We run a number of free to attend events where we reserve the right to charge an admin fee of £40 per delegate if they cancel or do not attend.

5.10 Children

Children under the age of 18 are not permitted to attend events unless otherwise stated on the event website or agreed in writing in advance.



6. After the event: CPD and certificate of attendance

6.1 CPD

The vast majority of our events are CPD accredited. Please see each event webpage for the number of credits available. Further information on the Lifelong Learning Platform and how to record the activity can be found [here](#).

If delegates fail to check in at the registration desk to register for each day of the event there will be no obligation to issue a CPD certificate.

6.2 Certificate of Attendance

A certificate will be emailed to you upon completion of the feedback form after the event. A link to the feedback form will be sent to the registered e-mail address.

We will only send certificates to delegates who have paid in full at the end of the event/time of request.

7. Online events and courses

The College has a variety of events and courses that are run online using virtual platforms. The delivery of these events have additional terms and conditions outlined below.

7.1 Technical Difficulties

Our online live events and courses are delivered using the Go To Webinar platform unless otherwise stated. We suggest you download the Go To Webinar app in advance of the event and test it on your device. If you experience difficulties, please ensure your internet is connected and stable before visiting the [Go To Webinar support pages](#). If your problem persists please contact events@rcoa.ac.uk. If it is an individual technical issue the College accepts no liability and no refund will be available. Please note the recorded material will be available after the event if you have trouble connecting on the day.

If due to a technical fault or system outage the online live event is unable to take place on the original date and time, we will do the following. In the first instance the event will be rescheduled with all delegates transferred to the new date. If delegates are unable to attend a re-scheduled event then we will offer you the option to transfer to an alternative event or receive a refund of the face value of the place without an administration charge. If the option to transfer to another event is chosen, the normal transfer rules will apply, outlined in section 2. If we are unable to re-schedule the event and delegates have paid for their place a refund will be issued in line with the cancellation policy outlined in section 3.2.

7.2 Cancelling your place at an online event

If you wish to cancel your place at an online event please follow the process outlined in section 3.1. In addition to the terms in 3.1 no refund will be permitted, even in exceptional circumstances if the joining links have been emailed to delegates.

7.3 Transferring your place at an online event

If you wish to transfer your place at an online event to another event please follow the process outlined in section 2. In addition to the terms in 2 no transfer will be permitted, even in exceptional circumstances if the joining links have been emailed to delegates.



7.4 Unable to attend an online event

No partial refunds will be available, if you are unable to attend any live programme sections of an online event. We will ensure you have access to all recorded content from the event you have registered for, for at least one month after the end date of that event.

8. Copyright of educational resources

Copyright of RCoA educational resources remains the property of the authors and the RCoA does not claim the rights to any of the content. The views, thoughts, and opinions expressed in the slides are those of the author and do not reflect the official policy or position of any other employee, organisation or company.

None of the material contained in the live and recorded online events and courses may be reproduced or redistributed without the RCoA's written permission. If available to download you may do so for your own non-commercial viewing. You may not sell, redistribute, reproduce or convert any of the material. RCoA owns all trademarks and logos and you may not copy or use them in any manner.

9. Event sponsorship

Sponsors and exhibitors at our events purely support the commercial aspects of the event and join us for the benefit of our members, fellows and delegates. Our sponsors do not have input into the design of the programme or the content of any presentations, slides, workshops or talks. The inclusion of third party adverts and sponsors does not constitute an endorsement, guarantee, warranty, or recommendation by us and we make no representations or warranties about any product or service contained therein. Our sponsors have access to a list of delegates for the event they sponsor. The only information given to sponsors is already available in the public domain.

10. Definitions

The Royal College of Anaesthetists ("RCoA", "we", "our" and "us") is a registered charity in England and Wales (1013887) and in Scotland (SCO37737). The terms above apply to the College, Faculty of Intensive Care Medicine and the Faculty of Pain Medicine. The terms apply both to the organisations and representatives of these organisations.

The delegate ("you") is the person who has purchased attendance and / or attends the educational event

11. Contact us

RCoA Events Team | events@rcoa.ac.uk | 020 7092 1673

Faculty of Intensive Care Medicine | ficm@rcoa.ac.uk | 020 7092 1653

Faculty of Pain Medicine | fpm@rcoa.ac.uk | 020 7092 1727

