Participant Notices

The purchase of webinar attendance is for use by the purchaser only and registration information should not be forwarded on to third parties; doing so may hinder your own access, as webinar entry is by prior registration only. Similarly, the materials and replay of webinars are for use by the purchaser only and should not be forwarded on to third parties. Responsibility for the confidentiality and security of webinar registration information and event materials issued by FSRH lies with the registrant. If you believe that a third party has obtained details in an unauthorised manner, please promptly notify FSRH.

Cancellations

Cancellations must be received in writing at least five working days before the date of the event and will be subject to an administration charge of £10. It is regretted that cancellations made after this time will not be accepted and the delegate will be liable for the full event fee.

Web-event participation may require you to configure your software settings on your web-device upon first use, or require you to download the software for your operating system.

Technical

It is your responsibility to have a working internet connection with sufficient bandwidth, a computer or device with an operating system sufficiently up to date to run the webinar app from GoToMeeting.com, be online and logged in on time to the webinar session using your unique link provided at booking. If you experience equipment, software or broadband service failure of any kind, or are called away from your computer for any reason or should disconnect before the session concludes, we accept no liability. We do not have the resources to provide technical help in getting connected while the webinar is in progress. Detailed instructions will be provided at the time of registration and are included on the information page of the portal, please follow these carefully. If for any reason, you do not get to listen to part or all of the broadcast you will still be able to watch the video later on the portal.

If we experience equipment, software or broadband failure of any kind we will do all we can to rectify this at the time. If this is impossible or out of our control we will reschedule the webinar and your unique link will allow you to connect to the replacement session. If the new session time is inconvenient you can choose to either have a full refund, watch the recording or transfer your booking to an alternative future webinar of your choice.

We reserve the right to alter or cancel any webinar. Should an alteration or cancellation become necessary, you will then have the choice of joining an alternative webinar or if the new session time is inconvenient you can choose to either have a full refund, to download the video or transfer your booking to an alternative future webinar of your choice.

The Supplier reserves the right to substitute speakers and or where events beyond its reasonable control prevent speakers from appearing. The Customer accepts that there will be no right to any refund or cancellation in these circumstances.