



Terms and Conditions for the International Quality Assurance Programme (IQAP)

Data protection

QAA is fully responsible for the security of data on its website or otherwise within its possession or control and complies with all applicable laws and regulations, including, without limitation, the *Data Protection Act 2018* (or any statutory modification or re-enactment thereof for the time being in force) (the '2018 Act') and the guidance issued by the [UK Information Commissioner's Office](#). QAA complies with the applicable obligations, rules and guidelines issued by PayPal (Europe) S.à r.l. et Cie, S.C.A. Société en Commandite par Actions Registered Office: 22-24 Boulevard Royal L-2449, Luxembourg RCS Luxembourg B 118 349.

To find out more about what to expect when QAA collects personal information, please refer to: www.qaa.ac.uk/privacy-and-cookies

Payment and registration policy

All IQAP registrations are subject to confirmation by QAA. Delegates' places at IQAP will be confirmed in writing by email by QAA and joining instructions will be sent no later than two weeks prior to the event date.

Any fees applicable must be paid in full at the time of registration. Payments are to be made to QAA through PayPal. QAA accepts payment in Pounds Sterling by PayPal through the online registration process. You do not have to create a PayPal account to do this, you can pay as a guest. Attendance at IQAP will be refused if payment has not been received in advance. QAA does not hold or retain any debit or credit card details or any cardholder information, other than that collected through the normal registration process. QAA complies with all PayPal terms and conditions.

QAA is not responsible for delegates' accommodation or travel. Delegates will need to be book their own travel and accommodation for IQAP.

Overseas delegates will need to satisfy UK entry requirements so please apply early for a UK visa if you require one. Further guidance can be found at: www.gov.uk/uk-border-control.

QAA recommends delegates consider travel insurance in case of any change to their travel plans.

Eligibility criteria

IQAP is designed for professionals from outside the UK with at least five years' management experience in higher education quality assurance.

Cancellation, refund and non-attendance policy

If you wish to cancel your IQAP booking, please note the following cancellation conditions will apply to your booking:

- **eight weeks or more prior to the start of IQAP** - 100% refund of registration fees minus a booking fee of £100 and any PayPal transaction fees
- **between eight and four weeks prior to the start of IQAP** - 50% refund of registration fees minus any PayPal transaction fees
- **up to four weeks prior to IQAP** - no refund of registration fees.

To cancel your IQAP booking, please email the event organiser at IQAP@qaa.ac.uk no later than four weeks before the event date, allowing your place to be offered to another delegate.

Alternates/substitution policy

If you are unable to attend IQAP but would like to send an alternative (who has the required experience) in your place, you may do so by seeking permission from the event organiser at IQAP@qaa.ac.uk. QAA will also operate a waiting list and endeavour to find a substitution but cannot guarantee that a substitute delegate will be able to attend in your place.

Cancellation by QAA

QAA reserves the right to cancel IQAP at its own discretion but will only do so in exceptional circumstances. In the event of cancellation, QAA's liability shall be limited to a refund of 100% of any registration fees paid.

Changes to the programme, venue or date

While QAA aims to deliver the programme as it is published on the website and in delegate packs, it reserves the right to change the content and timing of sessions, including keynote speakers.

In the unlikely event that a change in venue is necessary, QAA will provide as much notice as possible; no refund of registration fees will be made in the case of a change in venue.

QAA reserves the right to change the date of the event in the event of a force majeure.

Announcement of any such change will be sent to the email address provided by each delegate no later than three days prior to the date of the Conference, though QAA will make every effort to give as much notification as possible. QAA's liability concerning such changes will be restricted to a refund of 100% of the delegate registration fee where applicable and if so requested.

Force majeure

In the event of any force majeure, QAA will not be obliged to refund any registration fees paid. In such circumstances, where possible, QAA will state in writing to the other party, as soon as is reasonably practicable, the reasons for being unable to fulfil its duties and obligations under this contract.

Photography

QAA events may be photographed with images published on the QAA website:
www.qaa.ac.uk.

Photographs are the copyright of QAA and may be used to publicise future QAA activities and events. If you feel uncomfortable being photographed, please let the QAA event organisers know on the day of the event.

Intellectual property

All Intellectual Property Rights arising out of, or in connection with, IQAP shall be owned by QAA.

Delegate list

QAA would like to include your name, institution and country in the IQAP delegate list at the event and post-event (hard copy and electronic versions). This will only be made available to attendees of IQAP.

Governing law and jurisdiction

The ruling law of this contract and of the relationship of the parties hereto arising out of it shall be the law of England and Wales. Both parties to the contract will be subject to the exclusive jurisdiction of the courts of England and Wales in respect of any matter arising out of or in connection with it.

Dispute resolution

In the event of a dispute arising out of or relating to the contract, including any question regarding its existence, validity or termination, the parties shall first seek to settle that dispute between themselves.

Liability

The delegate shall have personal liability for any loss, liability or costs (including reasonable legal costs) incurred by themselves in connection with the event.

Loss or damage

QAA accepts no responsibility or liability for the loss of, or damage to, personal belongings of IQAP delegates.

Note

Opinions of all speakers at the event are their own and are not necessarily representative of QAA.

Delegates are expected to comply with these terms and conditions, as well as any rules stipulated by the venue and reasonable requests of the IQAP organisers. If delegates fail to comply with any of these, we may be forced to end your attendance at IQAP.

By registering to attend the event and booking your place, you have confirmed that you have read and understood these terms and conditions, which formulates a legally binding agreement between the two parties.

These terms are not intended to confer or purport to confer any benefit, or right to enforce any term of the contract on a third party which is not a party to this contract under the provision of the *Contracts (Rights of Third Parties) Act 1999*.

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