



FPM Events and Training Terms and Conditions

for in-person, online and hybrid events

Version 1.0, February 2026

These Terms and Conditions apply to all events and conferences organised by the Faculty of Pharmaceutical Medicine ("FPM"), whether delivered in-person, online or in hybrid format. By booking a place at an FPM event, you agree to be bound by these Terms.

For the purposes of these Terms, the "Event Date" means the first calendar day on which the event is scheduled to take place.

1. Booking and Payment

- 1.1 A booking is confirmed only once full payment has been received and written confirmation has been issued by FPM.
- 1.2 FPM reserves the right to refuse or cancel any booking at its discretion.
- 1.3 Each event will have a booking deadline stated on the relevant event webpage.
- 1.4 Failure to attend an event does not entitle a delegate to a refund.
- 1.5 Events are primarily intended for professionals and individuals booking in the course of their business, trade or profession. By booking an event, you confirm that you are doing so in a professional capacity unless otherwise stated.
- 1.6 All prices are stated in GBP (£). Any bank charges, currency conversion fees, or applicable local taxes are the responsibility of the delegate.
- 1.7 FPM reserves the right to refuse or cancel bookings where participation would breach applicable sanctions, export control laws, or regulatory restrictions.

2. Cancellation by Delegate

All cancellation requests must be made in writing to events@fpm.org.uk.

Refunds will be processed within 28 days of written confirmation of cancellation.

FPM is not responsible for visa application outcomes. Failure to obtain a visa does not entitle a delegate to a refund outside the standard cancellation policy.

2.1 In-Person Events (excluding the FPM Annual Conference)

- 21 days or fewer before the Event Date: no refund
- 22–30 days before the Event Date: 75% refund
- 31 days or more before the Event Date: full refund

2.2 Online-Only Events

- 3 days or fewer before the Event Date: no refund
- 4–6 days before the Event Date: 75% refund
- 7 days or more before the Event Date: full refund

2.3 FPM Annual Conference (in-person and online tickets)

- 30 days or fewer before the Event Date: no refund
- 31–40 days before the Event Date: 75% refund
- 41 days or more before the Event Date: full refund

3. Ticket Transfers and Format Changes (Hybrid Events)

- 3.1 Requests to switch attendance format (in-person to online or online to in-person) must be made in writing.

Switching from In-Person to Online

- 21 days or fewer before the Event Date: no refund of any price difference
- 22 days or more before the Event Date: any price difference will be refunded based on the ticket price applicable at the time the switch request is made. Any price difference must be paid in full before the Event Date. The additional amount will be the difference between the original purchase price and the ticket price at the time the switch request is made.

Switching from Online to In-Person

- The price difference must be paid in full before the Event Date. Any additional amount due will be calculated based on the ticket price applicable at the time the switch request is made. Any price difference must be paid in full before the



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Event Date. The additional amount will be the difference between the original purchase price and the ticket price at the time the switch request is made.

- All changes are subject to availability

3.2 Tickets are non-transferable to another individual unless FPM provides written consent.

4. On-Demand Access

4.1 Some events may be recorded and made available on-demand. Details will be stated on the relevant event page.

4.2 Recordings are typically made available within 21 days following the event but FPM does not guarantee availability within any specific timeframe.

4.3 Access to recordings is provided via a password-protected platform and is for personal use only. Recording, sharing, reproduction or distribution is prohibited without written permission.

5. Online Participation and Technical Risks

5.1 Delegates accessing online or hybrid events are responsible for ensuring that their own systems, devices and internet connections are secure and suitable for participation.

5.2 FPM does not guarantee that online platforms, links shared during events, or third-party content will be free from viruses, malware, or other harmful components. Delegates access any external links or third-party materials shared during an event at their own risk.

5.3 FPM shall not be liable for any loss or damage arising from technical issues, platform outages, internet connectivity problems, or the use of third-party links or content shared during an event, except where such loss results directly from FPM's negligence.

6. Changes to Programme or Event Format

6.1 FPM reserves the right to change speakers, content, venue, timings, or format where reasonably necessary.

6.2 If it becomes impractical or impossible to host an in-person event, FPM may convert the event to an online format at its discretion.

6.3 Where FPM cancels an event entirely, a full refund of the ticket price will be provided.

6.4 FPM shall not be liable for any travel, accommodation, subsistence or other expenses incurred by delegates. Delegates are advised to obtain appropriate insurance.

7. Delegate Conduct

7.1 Delegates are expected to behave professionally and respectfully.

7.2 FPM reserves the right to refuse admission or remove any delegate whose behaviour is deemed inappropriate, disruptive, unlawful or unsafe.

7.3 No refund will be issued in such circumstances.

8. Special Access and Dietary Requirements

8.1 FPM will use reasonable endeavours to accommodate notified accessibility or dietary requirements where communicated in advance.

8.2 Provision of such requirements is subject to venue capability and supplier availability.

9. Force Majeure

FPM shall not be liable for failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, including but not limited to acts of God, government restrictions, pandemics, industrial disputes, venue closure, speaker illness, or technical failure.

In such circumstances, FPM may reschedule, convert, or cancel the event at its discretion. Where an event is cancelled, liability shall be limited to a refund of the ticket price paid.

10. Liability

10.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot lawfully be excluded.

10.2 Subject to clause 10.1, FPM's total liability arising out of or in connection with an event shall not exceed the total ticket price paid by the delegate.

10.3 FPM shall not be liable for any indirect, consequential, special or economic loss.



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11. Personal Property

11.1 Delegates are responsible for the safety and security of their personal property at all times during the event.

11.2 FPM accepts no liability for loss of, theft of, or damage to personal belongings, equipment, or other property brought to the event venue, except where such loss or damage arises directly from FPM's negligence.

12. Data Protection and Privacy

12.1 FPM processes personal data for the purposes of event administration in accordance with applicable data protection legislation and FPM's Privacy Policy.

12.2 Delegate names and FPM's postnominals may be printed on badges.

12.3 Where FPM intends to share delegate details with sponsors, exhibitors or other delegates, explicit consent will be obtained.

12.4 Photographs and video recordings may be taken at events for use in publications, marketing materials and social media. Delegates who do not wish to be photographed or recorded should notify FPM in advance.

12.5 FPM engages trusted third-party service providers to assist in delivering events. Where personal data is shared with such providers, FPM ensures appropriate contractual and organisational safeguards are in place in accordance with applicable data protection legislation. While FPM takes reasonable steps to select reputable providers and protect personal data, it cannot guarantee the security of systems operated by third parties.

12.6 FPM will retain personal data only for as long as necessary in accordance with its Data Retention Policy, which can be viewed on request.

13. Joint Events

13.1 For jointly organised events, limited delegate information (including name, job title, email address, membership grade, and special requirements) may be shared with the partner organisation for delivery of the event.

13.2 Joint events may be subject to additional or alternative terms and cancellation policies, which will be clearly stated on the relevant event page.

14. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. The parties submit to the exclusive jurisdiction of the courts of England and Wales.

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