

Metanoia Institute Events Terms and Conditions

Updated 08 April 2024

The following terms and conditions apply to all ticketed Metanoia Institute events, in person and online, purchased or free of charge. Our events include but are not limited to, Continuing Professional Development (CPD) sessions, Introductory Workshops, Open Events, Lectures, and Seminars.

Booking Confirmations

Bookings made via Metanoia's website or ticket-issuing platforms will be confirmed via email to the email address registered with us. All bookings must be paid in full for a place to be confirmed. If you have booked an event with us but have not received email confirmation within five days of making your booking, please get in touch with us via email at marketing@metanoia.ac.uk. Please include information about the event you booked, when you booked it, and the email address used to make the reservation.

Limitation of Liability

Metanoia may modify or cancel any event, including alterations to the schedule, speakers, content, and programme. Should an event be cancelled, Metanoia will refund any pre-paid fees. If UK Government restrictions impede your travel to the event or prevent Metanoia from conducting the event, you will be entitled to a full refund or a ticket to a rescheduled event of equal value. However, Metanoia is not responsible for reimbursing any other expenses incurred due to the cancellation and will not offer any extra compensation.

Refunds and Cancellations

All fees must be paid in full at the time of booking. Cancellations and requests for refunds must be received in writing (via email or post) in advance of the event. The following cancellation charges apply:

- Full Refunds – More than 30 days' notice. To receive a full refund, Metanoia must receive written requests no later than 30 days prior to the first day of the event.
- 50% Refunds – Less than 30 days' notice. Requests for refunds received by Metanoia within 30 days, but not within the final 14 days, prior to the event will be eligible for a 50% refund.
- No refunds – Within 14 days. Requests for refunds within 14 days prior to the start of the event will not be eligible for a refund.

Data Protection / Privacy Policy

Metanoia Institute takes its obligations under the General Data Protection Regulation (GDPR) 2018 very seriously and always ensures personal data is collected, handled, stored and shared in a secure manner. The Institute is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. The Institute's Privacy Notice outlines what personal data we collect, how we use it and with whom we share it. It also provides guidance on your individual rights and how to make a complaint to the Information Commissioner's Office, the regulator for data protection in the UK.

We collect, process, store, and use personal data for various reasons, with the intention of providing our customers with the best service and experience. When registering for an event or submitting a form, we need to process certain information that allows us:

- To provide a service to you
- To process payments for our services
- To enrol you in a training programme
- To provide customer support
- To improve your user experience
- To contact you via email and/or telephone in relation to your enquiry.

By registering for our events, you give us your consent to send you emails for marketing and promotional purposes. You can unsubscribe anytime by clicking the link in the footer of our emails. You may also withdraw your consent by emailing us at info@metanoia.ac.uk. For more information about our privacy practices, [please visit our website](#).

Publicity: Photography and Filming

Photographs captured during events may be utilised for promotional and marketing purposes, including on our website. By attending a Metanoia event, you agree to be photographed as per the aforementioned conditions. Metanoia reserves the right to film events to enhance our online video repository and for promotional use, including on our website. While the primary focus will be on the presenters and their content, audience members might also appear in these recordings. Your presence at these events implies your consent to be part of these recordings.

Ticket Collection and Attendance

For in-person events, attendees must bring a copy of their confirmation email or a photo ID to the venue to register and collect guest tickets. Only the registrant may collect tickets. For online events, all instructions for joining the online session may be found in our confirmation emails.

Metanoia reserves the right to refuse entry or remove any registrant or guest where it appears to us, at our sole discretion, necessary for the safety, health, and wellbeing of guests or staff.