

ARC Events Terms and Conditions

Version dated 6 August 2026

Important: These terms apply to bookings for ARC events. Please read them before submitting a booking. Event-specific terms shown on the booking page or booking form also apply; if there is a conflict, the event-specific terms take precedence.

1. About these terms and the parties

- 1.1** These terms and conditions (Terms) apply to every booking made for an event organised by the Academic Registrars' Council (ARC), unless ARC confirms otherwise in writing.
- 1.2** ARC is the Academic Registrars' Council, a charitable incorporated organisation registered in England and Wales under charity number 1208634. Its principal operating office is B1, George Begg Building, University of Manchester, Sackville Street Building, Manchester M1 3BB.
- 1.3** ARC appoints the Association of Higher Education Professionals (AHEP) to provide administrative and operational support, including event administration and payment collection. AHEP acts on ARC's behalf. The contract for the event is between ARC and the person or organisation identified in the booking record, booking confirmation or invoice, as applicable.
- 1.4** ARC is a separate legal entity. The contract is with ARC only; no ARC trustee, officer, member, employee or volunteer is personally a party to the contract solely because of their role with ARC.
- 1.5** In these Terms, 'you' means the person making the booking and, where the booking is made on behalf of an organisation or another attendee, that organisation and the attendee as the context requires. You confirm that you have authority to make the booking and accept these Terms on their behalf.
- 1.6** A 'working day' means Monday to Friday, excluding public holidays in England. 'In writing' includes email.

2. Contacting us

- 2.1** For event bookings, cancellations, substitutions, complaints or queries, email info@arc.ac.uk. ARC or AHEP may contact you using the email address, telephone number or postal address supplied with the booking.
- 2.2** You are responsible for providing accurate contact details and for telling us promptly if they change. Notices sent to the latest contact details you have provided will be treated as received.

3. Booking and formation of the contract

- 3.1** You may submit a booking request using the method stated on the relevant event page or booking form.
- 3.2** For a free event, your booking is accepted and a contract is formed when the booking system confirms that you have secured a place. Places remain subject to any membership or eligibility requirements stated for the event.
- 3.3** For a paid event, submitting a booking is a request to attend. ARC or AHEP will review the booking, including any applicable eligibility requirements, and a contract is formed when an invoice is issued. Any automated acknowledgement received before an invoice is issued does not constitute acceptance of the booking.
- 3.4** If we cannot accept a booking, we will tell you and will not charge you. Reasons may include lack of availability, failure to meet eligibility requirements, an error in the event description or price, or non-payment in accordance with section 4.2.
- 3.5** Places are subject to availability and any eligibility, capacity or attendance limits stated for the event. Bookings must not be resold or transferred other than through the substitution process set out in clause 3.6.

3.6 Substitutions

If a registered delegate is unable to attend, ARC will accept an eligible substitute for both paid and free events. The original delegate or the person who made the booking must notify ARC by emailing info@arc.ac.uk and provide:

- the name of the event;
- the name and institution of the original delegate;
- the substitute's name, job title, institution and email address; and
- any relevant dietary or accessibility requirements.

Substitutions may be submitted at any time before the event. However, depending on when the information is received, ARC cannot guarantee that new or changed dietary requirements can be accommodated or that name badges, attendee lists and other event materials can be updated. ARC will use reasonable efforts to accommodate any accessibility requirements notified as part of a substitution.

3.7 The substitute must be a colleague of the original delegate from the same institution and must meet any membership or other eligibility requirements applicable to the event. For a paid event, the original booking remains payable, and no refund will be given solely because a substitution has been made.

ARC may charge any difference arising where the original booking was made at a rate for which the substitute or institution is no longer eligible.



4. Prices, invoices and payment

- 4.1** The price is the amount stated on the event page or booking form, or otherwise confirmed to you in writing. ARC is not registered to charge VAT, therefore the price stated is the fee in full.
- 4.2** An invoice issued under clause 3.3 will state the total amount due. Payment is due within 30 days of the invoice date. If a booking request is submitted within 30 days of the event, ARC may require immediate payment or a valid purchase order number before accepting the booking and issuing an invoice.
- 4.3** A payment is complete only when ARC has received the full amount in cleared funds. Bank transfers may take up to ten working days to clear. You must quote the invoice reference and send remittance advice to finance@ahcp.ac.uk.
- 4.4** You are responsible for all bank, currency-conversion or other transfer charges. ARC must receive the full invoiced amount, and any shortfall remains payable before attendance.
- 4.5** Bookings accepted within 15 days of an event remain subject to all of these Terms, including the cancellation provisions in section 14.
- 4.6** Unless ARC agrees otherwise in writing, a delegate may not attend or access an event while any amount due for that booking remains unpaid. ARC may cancel an unpaid booking after giving notice.
- 4.7** Where an organisation has agreed to pay for a delegate, the organisation remains responsible for payment even if the delegate does not attend, subject to the cancellation provisions in these Terms.

5. International bookings and payments

- 5.1** International bookings require payment in full in advance. If payment is not received immediately, we will request payment of the outstanding balance within 7 days. If it remains unpaid after 7 days, the booking will be cancelled and any invoice will be credited.
- 5.2** A new booking may be submitted after cancellation, subject to availability. The price advertised at the time of the new booking will apply.
- 5.3** After payment is received, a receipt will be provided on request without charge. You are responsible for the charges and shortfalls described in clause 4.4.

6. Event delivery and ARC's right to make changes

- 6.1** ARC will use reasonable care and skill to deliver the event on the date, at the time and at the venue or online location stated on the event page and in the booking confirmation or invoice, as



applicable, subject to this section and section 7.

6.2 ARC may make reasonable changes to an event, including changes to its programme, content, speakers, timings, venue, format, platform or method of delivery. Reasons may include speaker or venue availability, unexpected demand, insufficient delegate numbers, health and safety requirements, government or regulatory requirements, or a Force Majeure Event as defined in clause 7.1.

6.3 For a minor change that does not materially affect the event, ARC will give such notice as it reasonably considers appropriate in the circumstances. A change of speaker, session content, room or running order will normally be treated as a minor change.

6.4 For a major change, ARC will notify you as soon as reasonably practicable. A major change includes moving the event to another date, moving an in-person event to a venue outside the immediate vicinity of the original venue, or changing an in-person event to wholly online delivery where this materially affects the booking.

6.5 If a major change causes you significant detriment, you may cancel by emailing info@arc.ac.uk promptly and within any reasonable deadline stated in the change notice. ARC will refund the event fee paid for the affected booking. This right does not apply to a minor change.

6.6 ARC may cancel an event where it reasonably considers cancellation necessary, including where minimum delegate numbers have not been achieved. ARC will notify you as soon as reasonably practicable and refund the event fee paid for the affected booking. Where cancellation results from a Force Majeure Event, section 7 will also apply.

6.7 ARC is not responsible for travel, accommodation, subsistence, visa or other arrangements made independently by you in connection with an event. You should consider making refundable or flexible arrangements. Except where the law does not permit otherwise, ARC will not reimburse these independently incurred costs following a change or cancellation, including one caused by a Force Majeure Event.

6.8 Unless expressly stated on the event page, booking form, booking confirmation or invoice, a booking does not include access to an event recording, presentation slides or other event materials after the event. ARC does not guarantee that any recording or materials will be produced or made available. Where appropriate, ARC may seek the relevant speaker's permission to share materials, but cannot guarantee that permission will be granted.



7. Force majeure

7.1 A “Force Majeure Event” means any circumstance beyond ARC’s reasonable control that prevents, materially hinders or delays the delivery of an event. This may include:

- fire, explosion, flood, earthquake, severe weather or other natural disaster;
- terrorism or the threat of terrorism, war, civil commotion or riot;
- an epidemic or pandemic;
- government, regulatory or public-authority action or restrictions;
- industrial action or a dispute involving ARC, AHEP, the venue or another essential supplier;
- the closure or unavailability of the venue;
- significant transport disruption;
- failure of utilities, telecommunications networks or an event-delivery platform; or
- the unavailability of an essential speaker for reasons beyond ARC’s reasonable control where a suitable substitute cannot reasonably be found.

7.2 Subject to clauses 7.3 and 7.4 and section 11 and any liability that cannot lawfully be excluded or limited, ARC will not be in breach of contract or liable for a delay, change or cancellation caused by a Force Majeure Event. ARC’s affected obligations will be suspended for as long as the Force Majeure Event continues.

7.3 ARC will notify affected delegates as soon as reasonably practicable and will take reasonable steps to minimise disruption. ARC may make reasonable changes to the event, including changing its date, time, venue, programme, speakers, format or method of delivery. Where this amounts to a major change, clauses 6.4 and 6.5 will apply.

7.4 If a Force Majeure Event means that the event cannot reasonably proceed, ARC may cancel it and will refund all event fees paid for the affected booking without undue delay. Where a particular refund period is required by law, ARC will provide the refund within that period. Subject to section 11 and any liability that cannot lawfully be excluded or limited, ARC will not be responsible for other losses arising from the cancellation, including the independently incurred costs identified in clause 6.7.

8. Delegate responsibilities, conduct and safety

- 8.1** Delegates must comply with reasonable instructions from ARC, AHEP, the venue and event-platform provider, together with applicable venue rules, health and safety requirements and ARC policies notified before or during the event.
- 8.2** ARC may refuse admission to or remove a delegate whose behaviour is, in ARC's reasonable opinion, unlawful, unsafe, disruptive, discriminatory, harassing, abusive, threatening, damaging to



property, or otherwise likely to harm the event or another person. ARC may also investigate the matter and take proportionate further action under its applicable policies.

- 8.3** No refund will be payable where admission is refused or a delegate is removed under clause 8.2, except where required by law. The person or organisation responsible for the booking remains liable for any loss or damage caused by the delegate.
- 8.4** Delegates are responsible for their own belongings. Lost property will be handled in accordance with the venue's arrangements.

9. Accessibility, dietary and other requirements

- 9.1** Please give us relevant accessibility, dietary or other participation requirements when booking, or as soon as reasonably possible afterwards. We will use reasonable efforts to meet notified requirements and will liaise with the venue or supplier where appropriate, but cannot guarantee that every request can be met.
- 9.2** Where a substitution or booking change is made, ARC will handle any new or changed dietary or accessibility requirements in accordance with clause 3.6. Depending on when the information is received, ARC cannot guarantee that new or changed dietary requirements can be accommodated. ARC will use reasonable efforts to accommodate accessibility requirements.
- 9.3** Food may be prepared in environments where allergens are present. Delegates with allergies should notify us and speak directly to venue staff before consuming food. Nothing in this clause limits any duty that ARC or a supplier owes under applicable law.

10. Photography, filming and recordings

- 10.1** ARC may arrange photography, audio recording or filming at an event for reporting, archival, educational and promotional purposes. Where recording is planned, ARC will provide appropriate notice at or before the event.
- 10.2** If you do not wish to appear in identifiable photographs or recordings, notify the event team in advance at info@arc.ac.uk or speak to the event team on arrival. ARC will explain the practical arrangements and use reasonable efforts to respect the request. It may not be possible to exclude a person from incidental crowd or background images.
- 10.3** ARC will handle identifiable images and recordings in accordance with applicable data-protection law and its privacy notice. A separate release or consent may be requested for posed photographs, interviews, testimonials or other prominent use where appropriate.
- 10.4** Delegates must not record, photograph or distribute event content or images of other attendees where ARC, a speaker, the venue or another attendee has prohibited this, or where doing so would infringe privacy, confidentiality or intellectual-property rights.

11. Liability

- 11.1** Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of rights that cannot lawfully be excluded.
- 11.2** ARC is not responsible for loss, damage or injury caused by an independent third party, except to the extent that ARC is legally responsible for that third party. ARC is not responsible for loss of or damage to personal property unless caused by ARC's negligence.
- 11.3** If you are acting in the course of a business, trade or profession, ARC will not be liable for loss of profit, revenue, business, anticipated savings, goodwill or opportunity, or for any indirect or consequential loss. ARC's total liability arising from or connected with a booking will not exceed the total event fees paid or payable for that booking.
- 11.4** If you are a consumer, ARC is responsible for foreseeable loss and damage caused by its failure to comply with these Terms or to use reasonable care and skill. ARC is not responsible for loss that was not foreseeable, or for business loss arising from an event booking made for private purposes.
- 11.5** Nothing in these Terms affects a consumer's statutory rights.

12. Free in-person member events

- 12.1** ARC normally holds three Council meetings each year: two in person and one online. ARC may also offer other free events as part of, or outside, its regular annual events programme. All free events remain subject to the membership, eligibility and capacity limits stated at booking.
- 12.2** For an in-person Council meeting, one person per member institution may attend unless ARC states otherwise. This will normally be the primary or secondary representative. If neither can attend, they may nominate an eligible colleague from the same institution in accordance with clauses 3.6 and 3.7.
- 12.3** To cancel a place at a free in-person member event without it being treated as a late cancellation, you must email info@arc.ac.uk at least 10 working days before the event.
- 12.4** Substitutions for free events are accepted in accordance with clauses 3.6 and 3.7. To give ARC sufficient time to update event arrangements, substitutions should be notified at least 48 hours before the event. Substitutions received later will still be accepted, subject to the limitations set out in clause 3.6.

13. No-shows at free in-person member events

- 13.1** A "no-show" occurs where a delegate has a confirmed place at a free in-person member event, does not attend, and neither the delegate nor their institution gives written notice of cancellation before the event or provides an eligible substitute in accordance with clauses 3.6 and 3.7.

- 13.2** A cancellation received fewer than 10 working days before the event may be recorded as a late cancellation because ARC may already be liable for the venue cost. It will not be recorded as a no-show where written notice was given before the event.
- 13.3** ARC will maintain a record of no-shows by member institution. After a second no-show, ARC or AHEP will issue a written warning explaining the cost incurred and the consequence of a further no-show.
- 13.4** After a third no-show, ARC may charge the member institution an amount equivalent to the venue's applicable Delegate Day Rate (DDR) for each of the three events not attended. The warning will state the relevant DDRs, or how they will be calculated, before any invoice is issued.
- 13.5** ARC or AHEP, acting on ARC's behalf, has discretion not to record a no-show or not to impose or enforce a charge where it considers the circumstances reasonable. The delegate or member institution should explain the circumstances promptly and provide any relevant information reasonably requested. Examples may include sudden illness, bereavement, serious travel disruption or another emergency.
- 13.6** Any no-show invoice is payable within 30 days of the invoice date. The no-show provisions are intended to recover venue costs incurred by ARC and encourage the responsible use of places offered to members without an attendance fee.

14. Paid-event cancellations and substitutions

- 14.1** A cancellation for a paid event must be made in writing to info@arc.ac.uk. Unless different cancellation terms are clearly stated on the event page or booking form, the following charges apply according to when ARC receives the cancellation:

Working days before the event starts	Fee payable
30 or more working days	No charge
16-29 working days	50% of the invoiced amount
0-15 working days	100% of the invoiced amount

14.2 The “invoiced amount” is the original amount shown on the invoice, including any applicable member or other discount.

14.3 Where a refund is due, ARC may deduct bank or payment-processing charges that it actually and reasonably incurs in making the refund, where permitted by law.

14.4 Substitutions for paid events are accepted in accordance with clauses 3.6 and 3.7. To give ARC sufficient time to update event arrangements, substitutions should be notified at least 8 days



(inclusive) before the event. Substitutions received later will still be accepted, subject to the limitations set out in clause 3.6.

15. Additional, online and hybrid events

15.1 ARC may offer additional events outside its regular annual events programme. Unless ARC states otherwise, these events are subject to these Terms. Sections 12 and 13 will apply to additional free in-person member events, and section 14 will apply to additional paid events, as appropriate.

15.2 For an online or hybrid event, access details are for the registered delegate or an approved substitute only and must not be shared unless ARC agrees in writing. Any additional access or technical requirements stated on the event page or booking form will also apply.

16. Intellectual property and event materials

16.1 All intellectual-property rights in event materials, recordings and ARC content remain with ARC or the relevant speaker, contributor or licensor.

16.2 Unless ARC states otherwise, a registered delegate may use supplied materials for their own personal professional use and may share learning within their employing institution. Materials and recordings must not be reproduced, published, sold, licensed, made available externally or used for commercial purposes without prior written permission from the rights holder.

16.3 Views expressed by speakers and delegates are their own and do not necessarily represent ARC. Event content is provided for general information and is not legal or other professional advice.

17. Personal information

17.1 ARC and AHEP will use booking and attendance information to administer the event, take payment, communicate with you, meet accessibility and dietary requirements, maintain attendance records and fulfil legal obligations. Information may be shared with venues, event-platform providers and other suppliers where reasonably necessary for those purposes.

17.2 Personal information will be handled in accordance with applicable data-protection law and the relevant privacy notice published on ARC's website. You must ensure that any information you provide about another person is accurate and that you are authorised to provide it.

17.3 Special-category information, such as health, accessibility or dietary information that may reveal health or beliefs, should be limited to what is necessary for the request. It will be shared only where reasonably necessary to make the relevant arrangements.



18. Consumer cancellation rights

- 18.1** Most ARC bookings are made by people acting for or in connection with their profession and will therefore be business bookings. If you are a consumer, any mandatory cancellation rights that apply under law are additional to these Terms.
- 18.2** The statutory 14-day cancellation right for distance contracts may not apply to contracts for accommodation, catering or leisure-related services to be provided on a specific date or during a specific period. Nothing in these Terms removes any cancellation right that does apply to your booking.

19. Complaints

- 19.1** Please send complaints or queries to info@arc.ac.uk, giving the event name, booking details and a clear description of the issue. ARC will aim to acknowledge and address the matter promptly and may request further information reasonably needed to investigate.
- 19.2** Nothing in this section prevents a consumer from using any statutory or regulatory remedy available to them.

20. General terms

- 20.1** ARC may update these Terms from time to time. The version in force when the contract is formed under clause 3.2 or 3.3 will apply to the booking, unless a change is required by law or is expressly agreed with you.
- 20.2** If any provision is found to be unlawful or unenforceable, the remaining provisions will continue in effect.
- 20.3** A delay or failure by ARC to enforce a provision does not waive its right to enforce it later.
- 20.4** No person other than ARC and you has any right to enforce this contract under the Contracts (Rights of Third Parties) Act 1999.
- 20.5** These Terms, any applicable event-specific terms, and the relevant booking confirmation or invoice constitute the agreement relating to the booking. They do not exclude any statement or liability that cannot lawfully be excluded.
- 20.6** The contract is governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, except that a consumer resident elsewhere in the United Kingdom may also bring proceedings in the courts of the part of the United Kingdom in which they live.