

## SUMMARY OF TERMS AND CONDITIONS OF SALE

### Membership Subscriptions

- Automatically renewed unless 30 days notice of resignation provided in writing
- Invoices issued December for the following year
- Monthly payment plans may be offered
- Certificates / ID cards to be issued on receipt of payment
- Statements issued in March
- If payment not received by June, membership cancelled/delisted from website and member contacted to recover 6 months subs

### Event Bookings (Awards, Technical Seminars, Training Events)

- Full payment on booking
- No refund for seminar / training events
- Full refund for single tickets up to 30 days prior to the event, 50% refund if 14 days prior to the event. No refunds within 2 weeks prior to the event
- No refunds on reduction of numbers for full table bookings

### Sponsorship (Awards, Technical Seminars, Training Events)

- Official Awards sponsorship launch date to be set (eg 27<sup>th</sup> October)
- Full payment required prior to the launch date/event
- Maximum 3 categories per Brand may be sponsored

### Advertising / Press Releases

- Applies to Tilezine, Website, Technical Publications
- Full payment prior to insertion of advert
- No refunds given

### Technical Inspections

- Full payment before inspection arranged
- Non-refundable
- Extraordinary costs to be agreed with client before inspection carried out

### Meeting / Training Rooms

- Full payment on booking
- 50% refund on cancellation within 7 days of the booking date
- No refund for costs incurred for catering

### Pendulum Testing

- Full payment up front
- No refunds