



Our Privacy Policy

This website is brought to you by KE Sales Limited and AS Conferences Limited trading as Crème Conferences. We take the privacy of our website users very seriously. We ask that you read this Privacy Policy ('the Policy') carefully as it contains important information about how we will use your personal data. For the purposes of the Data Protection Act 1998, we are the 'data controller' (i.e. the company who is responsible for, and controls the processing of, your personal data).

Personal data we may collect about you

We will obtain personal data about you such as your name and address whenever you complete an online form. For example, we will obtain your personal data when you book onto a conference. We may monitor your usage of this website. This may include monitoring how many times you visit, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. Please see further the section on 'Use of cookies' below.

How we may use your personal data

We will use your personal data for the purposes described in the data protection notice that was given to you at the time your data were obtained. These purposes include:

- administration
- to help us identify you and any accounts you hold with us
- statistical analysis
- marketing - see 'Marketing and opting out' below
- fraud prevention and detection
- billing and order fulfilment
- customising this website and its content to your particular preferences
- to notify you any changes to this website or our services which may affect you
- security vetting
- improving our services

Marketing and opting out

We may share your personal data with organisations who are our business

partners and we or they may contact you, unless you have asked us or them not to do so, by mail, telephone, SMS, text/picture/video message, fax, email, other about products, services, promotions, special offers, charitable causes which may be of interest to you. If you prefer not to receive any further marketing communications from us, you can opt out at any time. See further 'Your rights' below.

Disclosure of your personal data

We may disclose your personal data to:

- other companies within our group
- third parties for the purpose of fulfilling your booking
- our agents and service providers
- law enforcement agencies in connection with any investigation to help prevent unlawful activity
- our business partners in accordance with the 'Marketing and opting out' section above.

Credit Card Details

Usually all payments will be made through Pay Pal. On other occasions where credit card details are requested this is on behalf of the service provider i.e. the venue. We will only require the long number on the front of the card and the expiration date. We are not a merchant and will not be taking any payment from these credit cards. Once the details have been passed to the service provider concerned, we will remove the payment details from our system.

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data, for example:

- we store your personal data on secure servers
- payment details are encrypted using SSL technology

Whilst we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data which are transferred from you or to you via the internet.

Information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his or her personal data
- receive on his/her behalf any data protection notices
- give consent to the transfer of his/her personal data abroad

Use of cookies

When you use this website, we may collect information about your computer, such as your IP address and/or browser, which we will use for administration purposes and statistical analysis. This information will not usually identify you personally. We may also obtain information about your online movements and use of the internet. We do this by placing a 'cookie', which is a small file, on your computer's hard disk. Cookies are used for several reasons:

- to recognise you whenever you visit this website
- to speed up access to this website (so you do not have to log on each time)
- to store your personal preferences
- to build a profile about you
- to better target our marketing and advertising campaigns

The vast majority of web browsers accept cookies. However, you can change your browser settings so that cookies are not accepted. If you do this, you may lose some of the functionality of this website.

For further information about cookies and how to disable them please go to: aboutcookies.org

Transfers of data out of the EEA

We may need to transfer your personal data to countries outside the EEA for the purpose of fulfilling your booking. Any transfer of your data will be subject to a European Commission approved contract which will safeguard your privacy rights and give you remedies in the unlikely event of a security breach.

Your rights

You have the right, subject to the payment of a small fee (currently £10) to request access to personal data which we may process about you. If you wish to exercise this right you should:

- put your request in writing
- include proof of your identity and address (e.g. a copy of your driving licence or passport, and a recent utility or credit card bill)
- attach a cheque in the amount of £10 made payable to Crème Conferences.
- specify the personal data you want access to, including any account or reference numbers where applicable.

You have the right to require us to correct any inaccuracies in your data free of charge and you also have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right you should write to the address below.

Website User Policy

Terms of website use

This page (together with the documents referred to on it) tells you the terms of use on which you may make use of our website www.cremeconferences.co.uk (our site), whether as a guest or a registered user. Please read these terms of use carefully before you start to use the site. By using our site, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site.

Information about us

www.cremeconferences.com is a site operated by Crème Conferences which is a trading name of KE Sales Limited and AS Conferences Limited ("We"). Our main trading address is The Waterfront Centre, Wyboston Lakes, Great North Road, Wyboston Bedfordshire MK44 3AL +44(0)1480 479384.

Accessing our site

Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

From time to time, we may restrict access to some parts of our site, or our entire site, to users who have registered with us.

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion you have failed to comply with any of the provisions of these terms of use.

You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms, and that they comply with them.

Prohibited uses

You may use our site only for lawful purposes. You may not use our site:

In any way that breaches any applicable local, national or international law or regulation.

In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.

For the purpose of harming or attempting to harm minors in any way.

To send, knowingly receive, upload, download, use or re-use any material which is considered unacceptable by reference to our content standards below.

To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).

To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

Not to reproduce, duplicate, copy or re-sell any part of our site.

Not to access without authority, interfere with, damage or disrupt:

any part of our site;

any equipment or network on which our site is stored;

any software used in the provision of our site; or

any equipment or network or software owned or used by any third party.

Content standards

These content standards apply to any and all material which you contribute to our site (contributions), and to any interactive services associated with it.

You must comply with the spirit of the following standards as well as the letter. The standards apply to each part of any contribution as well as to its whole.

Contributions must:

Be accurate (where they state facts).

Be genuinely held (where they state opinions).

Comply with applicable law in the UK and in any country from which they are posted.

Contributions must not:

Contain any material which is defamatory of any person.

Contain any material which is obscene, offensive, hateful or inflammatory.

Promote sexually explicit material.

Promote violence.

Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.

Infringe any copyright, database right or trade mark of any other person.

Be likely to deceive any person.

Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.

Promote any illegal activity.

Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.

Be likely to harass, upset, embarrass, alarm or annoy any other person.

Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
Give the impression that they emanate from us, if this is not the case.
Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse.

Intellectual property rights

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal reference and you may draw the attention of others within your organisation to material posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of material on our site must always be acknowledged.

You must not use any part of the materials on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

Reliance on information posted

Commentary and other materials posted on our site are not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our site, or by anyone who may be informed of any of its contents.

Our site changes regularly

We aim to update our site regularly, and may change the content at any time. If the need arises, we may suspend access to our site, or close it indefinitely. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material.

Our liability

The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we,

other members of our group of companies and third parties connected to us hereby expressly exclude:

All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including, without limitation any liability for:

loss of income or revenue;

loss of business;

loss of profits or contracts;

loss of anticipated savings;

loss of data;

loss of goodwill;

wasted management or office time; and

for any other loss or damage of any kind, however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

Information about you and your visits to our site

We process information about you in accordance with our privacy policy. By using our site, you consent to such processing and you warrant that all data provided by you is accurate and complies with UK law.

Transactions concluded through our site

Contracts for the supply of Services formed through our site or as a result of visits made by you are governed by our terms and conditions of supply.

Uploading material to our site

Whenever you make use of a feature that allows you to upload material to our site, or to make contact with other users of our site, you must comply with the content standards set out above. You warrant that any such contribution does comply with those standards, and you indemnify us for any breach of that warranty.

Any material you upload to our site will be considered non-confidential and non-proprietary, and we have the right to use, copy, distribute and disclose to third parties any such material for any purpose. We also have the right to

disclose your identity to any third party who is claiming that any material posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy.

We will not be responsible, or liable to any third party, for the content or accuracy of any materials posted by you or any other user of our site.

We have the right to remove any material or posting you make on our site if, in our opinion, such material does not comply with the content standards set out above.

Viruses, hacking and other offences

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

Linking to our site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link from any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. We reserve the right to withdraw linking permission without notice. The website from which you are linking must comply in all respects with the content standards set out above.

If you wish to make any use of material on our site other than that set out above, please address your request to katie@cremeconferences.com.

Links from our site

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

Jurisdiction and applicable law

The English courts will have exclusive jurisdiction over any claim arising from, or related to, a visit to our site although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country.

These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

Variations

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.

Venue Booking Terms and Conditions

Definitions

Client means person who instructs Crème Conferences to find a venue for an Event.

Event may mean a meeting, training programme, road show or conference but this list is non exhaustive.

In writing means delivery by fax, email or first class post.

Proposal means a summary of packages and prices including a list of suitable venues available to hold the Event.

Online Services means the creation of a custom built website or web pages on Crème Conferences website for the Event where the public may book, register and pay for their place and accommodation at the Event.

Services mean researching, arranging and assisting with the booking of a venue for the Event.

Venue means the venue chosen by the Client from the Proposal.

Application

These terms and conditions shall apply to the provision of all Services between Crème Conferences and the Client. The Client's acceptance of a Proposal in writing constitutes an instruction to Crème Conferences to commence providing the Services and an acceptance of these terms and conditions.

Duration

The provision of Services will cease once the Services detailed in the Proposal have been completed or, if before, upon either party giving reasonable notice of termination.

Venue Booking Procedure

Crème Conferences assess the Clients venue requirements, and provide the Client with a Proposal. Crème Conferences will negotiate rates of hire and commission rates at each of the proposed venues on behalf of the Client.

The Client will confirm which package they would like from the Proposal for their Event in writing and Crème Conferences will complete a confirmation form and forward a copy to the chosen venue ('the Venue').

The Venue will issue a contract detailing their terms and conditions of hire to the Client directly. The terms of the contract can be negotiated by the Client themselves directly with the Venue but in the main Crème Conferences will negotiate on their behalf. However, Crème Conferences is not a party to this contract and all contracts for hire are made between the Client and the Venue only.

In the unlikely situation a venue proposed by Crème Conferences is booked direct or through another 3rd party Crème Conferences reserve the right to invoice the Client an administration fee charged at an hourly rate based on the time taken by Crème Conferences to source, propose and confirm such bookings together with any unavoidable costs already incurred.

Consecutive Events

All repeat events must be confirmed through Crème Conferences when using the same venue for a minimum of 3 consecutive years. Crème Conferences is entitled to receive commission from the venues directly for these events regardless of whether the event is booked direct, through Crème Conferences or through another 3rd party. In the unlikely situation whereby a venue does not pay the said commission Crème Conferences reserve the right to invoice the client for loss of commission.

Payment

Crème Conferences will not charge the Client for the venue finding or booking

procedure providing the event takes place at the venue confirmed by Crème Conferences. Crème Conferences receive a fixed commission fee directly from the venues. Crème Conferences will invoice the Venue once the event has occurred for this commission fee.

The Client must make payment with the Venue direct and details of any payment arrangements will be found in the contract of hire between the Client and the Venue.

Where requested in writing Crème Conferences will agree to act as an intermediary and facilitate payment. On these occasions Crème Conferences will invoice the Client and the Client should pay Crème Conferences directly. Crème Conferences will deduct their commission fee before forwarding the payment to the Venue.

Online Services

Crème Conferences also offer Online Services where a bespoke custom built website or web pages on the Crème Conferences website will be designed for the Event. Crème Conferences will manage and maintain the website and the public will be able to make enquiries about the Event or reserve a place. For details and prices for this service please contact Crème Conferences (see Communications below). Full terms and conditions for this Online Service can be found at www.cremeconferences.co.uk

Amendment and Cancellation

Where the Client cancels an event and cancellation charges are paid to the Venue Crème Conferences is entitled to a percentage of these charges. The amount will be calculated using the agreed commission percentage but instead of against the full amount it would be against the cancellation charges received.

Where the Client cancels an event which has been confirmed but not contracted Crème Conferences reserve the right to invoice the Client an administration fee charged at an hourly rate based on the time taken by Crème Conferences to source, propose and confirm such bookings together with any unavoidable costs already incurred.

Client Responsibilities

It is the Client's responsibility to check and ensure that all booking details are accurate and correct. This includes ensuring that the contract for hire does not conflict with any of Crème Conferences terms and conditions. Crème Conferences accepts no liability for any discrepancies discovered subsequent to the booking confirmation.

The Client must provide to Crème Conferences access to, and use of, all information, data and documentation reasonably required by Crème Conferences for the proper performance of the Services.

Confidentiality

Crème Conferences shall treat all personal and business information supplied by the Client as confidential and in accordance with the Data Protection Act 1998. By instructing Crème Conferences to find a venue the Client consents to disclosure of information by Crème Conferences to the Venue.

Warranty

Crème Conferences aim is to provide services using reasonable care. Crème Conferences provides no warranty that any result or objective can be or will be achieved or by a given date.

Liability

1. If Crème Conferences shall recommend, liaise with and/or supervise third parties whilst supplying the Services Crème Conferences shall have no liability for any deficiencies in any goods supplied or work done or damage caused by any third party, unless those deficiencies or that damage are directly caused by the Crème Conferences negligence.
2. Crème Conferences shall not be liable for any act of the Venue which leads to any loss including consequential or indirect loss suffered by the Client, such as, loss of earnings, loss of time, and loss of business or goodwill.
3. Crème Conferences total liability in contract, tort, misrepresentation, restitution arising in connection with the performance of the Services shall be limited to the amount of commission received.

Force Majeure

Crème Conferences do not accept liability for any loss, damage, costs or expenses where the performance or prompt performance of their obligations is prevented or affected by reason of Force Majeure. Force Majeure means any event which Crème Conferences or the supplier of the service could not, even with all reasonable care, foresee or avoid such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

Communications

Post: Crème Conferences, The Waterfront Centre, Wyboston Lakes, Great North Road, Wyboston Bedfordshire MK44 3AL

Email: katie@cremeconferences.com

Telephone: +44(0)1480 479384

Notices should be sent by first class post to the address above and will

deemed to have been received on the second business day after posting.

Rights of third parties

Only the Client shall have any rights under these terms and conditions.

Disputes

If the Client is unhappy with the Services provided by Crème Conferences they should refer any problems or issues to Crème Conferences at the address above. In the event of any court action proceedings must be issued within the courts of England and Wales. These terms and conditions are governed by and construed in accordance with the law of England and Wales.

Online Services Terms and Conditions

Definitions

Client means person who instructs Crème Conferences to undertake the Online Services.

Event means a meeting, training programme, road show or conference but this list is not exhaustive.

In writing means delivery by fax, email or first class post.

Proposal means a detailed quotation, costs analysis, timetable and summary of the design of a website or website pages and the automated services it will provide.

Online Services means the creation of a custom built website or web pages on Crème Conferences website for the Event where the public may book, register and pay for their place and accommodation at the Event.

Website means the internet site to be created through the provision of the Online Services or the pages relating to the Event on the Crème Conferences website.

Application

These terms and conditions shall apply to the provision of all Online Services by Crème Conferences for the Client. The Client's acceptance of a Proposal in writing constitutes an instruction to Crème Conferences to commence providing the Online Services and an acceptance of these terms and conditions. Both the Proposal and these terms and conditions form part of the Contract between Crème Conferences and the Client.

Duration

The Proposal will stipulate the term of the Contract. This will usually be when

the Event has concluded.

Proposal

A preliminary discussion will take place between the Client and Crème Conferences regarding the Client's preferences for its Online Services. A Proposal will be prepared detailing the timescale involved, the automated services to be provided and the maintenance plan. The Proposal will also include details of price, payment and any subcontractor.

The Client will confirm their acceptance of the Proposal in writing and Crème Conferences will then begin design work and invoice the Client for a deposit.

Maintenance

Throughout the provision of the Online Services Crème Conferences will manage and maintain the Website. Crème Conferences will run acceptance tests on the Website prior to its launch and in accordance with the Proposal.

Acceptance of the Website shall be deemed to have taken place upon:-

- the use of the Website for any revenue earning purpose;
- the provision of services through the Website;
- the Website passing the acceptance tests.

Crème Conferences will deal with any public query or problem as soon as possible. The public will be able to telephone or email Crème Conferences and contact details will be placed on the Website.

Crème Conferences does not guarantee that the Client or any member of the public will be able to access the Website at any particular time. Crème Conferences will undertake maintenance and error correction when possible but shall not be liable for the failure of the Website due to circumstances beyond its reasonable control. See Force Majeure below.

Payment

Payment for the Online Services will be made in three stages. Specific details will be in the Proposal.

Upon acceptance of a Proposal a deposit is due. This deposit will be non refundable. A second payment is due at least three months before the Event. Final payment is due following completion of the Online Services.

Crème Conferences will invoice the Client at each stage and payment will be due within 30 days of the date of the invoice. Crème Conferences reserves the right to charge interest on the sum owing at a daily rate of 6% above the base rate of National Westminster Bank until payment is made.

Payment will usually be made in Euro or Sterling. If the Client wishes to make

payment in another currency they must inform Crème Conferences at the time the Proposal is being prepared.

Time for payment shall be of the essence of the Contract between Crème Conferences and the Client. If the Client wishes to terminate the provision of Online Services before they are completed or if they are terminated before they are completed because of a default on the Client's part the Client will be liable to pay the full fee as set out in the Proposal.

Amendments or Additions.

Any amendments to the Online Services must be agreed in writing by both parties. If the Client requests, and Crème Conferences agrees to provide, Online Services additional to those which the Proposal covers, such as adding a management service, these additional services will form part of a separate Proposal.

Client Responsibilities

The Client must provide to Crème Conferences access to, and use of, all information, data and documentation reasonably required by Crème Conferences for the proper performance of the Online Services. The Client shall be responsible for the accuracy and completeness of the content on the Website.

If Crème Conferences performance of its obligations is prevented or delayed by any act or omission of the Client Crème Conferences shall not be liable for any costs or losses incurred arising from such prevention or delay.

Confidentiality

Crème Conferences shall treat all personal and business information supplied by the Client as confidential and in accordance with the Data Protection Act 1998. By instructing Crème Conferences to find a venue the Client consents to disclosure of information by Crème Conferences to the Venue.

To the extent that Crème Conferences processes any data (within the meaning of the Data Protection Act 1998) on behalf of the Client concerning members of the public Crème Conferences will act in accordance with its privacy policy and website user agreement. This privacy policy and website user agreement will be available for all users of the Website to view.

Website Content

Crème Conferences shall design, develop and maintain the Website with details, data and information ('Materials') provided by the Client. The Client shall ensure that such Materials do not infringe any laws, regulations or third party rights including but without limitation material which is obscene, indecent, pornographic, seditious, offensive, defamatory, threatening, liable to

incite racial hatred, menacing or blasphemous ('Inappropriate Content').

The Client acknowledges that Crème Conferences has no control of any content placed on the Website by the public and Crème Conferences will endeavour to remove content from the Website which it reasonably believes is Inappropriate Content as soon as practicable.

Intellectual Property

The Client owns the selected URL address of any custom built Website. This URL address is subject to renewal by the Client every twelve months. All other intellectual property rights in the Website design belong to Crème Conferences or its subcontractors. The Client will not own any rights in relation to the Crème Conferences website including the URL address.

Termination

Either party may terminate the provision of the Online Services on giving the other one months notice if:

- A party commits a material breach of any terms of this contract and fails to remedy that breach within 30 days of being notified in writing;
- A party is the subject of bankruptcy or insolvency proceedings.

Crème Conferences may terminate the provision of the Online Services immediately if the Client fails to pay any amount due on the due date for payment and this amount remains unpaid seven days after being notified in writing to make such payment.

Warranty

Crème Conferences aim is to provide services using reasonable care and skill. Crème Conferences provides no warranty that any result or objective can be or will be achieved or by a given date.

Liability

1. If Crème Conferences shall recommend, liaise with and/or supervise third parties whilst supplying the Online Services Crème Conferences shall have no liability for any deficiencies in any goods or services supplied or work done or damage caused by any third party, unless those deficiencies or that damage are directly caused by Crème Conferences negligence.
2. Crème Conferences total liability in contract, tort, misrepresentation, restitution arising in connection with the performance of the Online Services shall be limited to the fee paid for these Online Services.

Force Majeure

Crème Conferences do not accept liability for any loss, damage, costs or

expenses where the performance or prompt performance of their obligations is prevented or affected by reason of Force Majeure. Force Majeure means any event which Crème Conferences or the supplier of the service could not, even with all reasonable care, foresee or avoid such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

Communications

Post: Crème Conferences, The Waterfront Centre, Wyboston Lakes, Great North Road, Wyboston Bedfordshire MK44 3AL

Email: katie@cremeconferences.com

Telephone: +44(0)1480 479384

Notices should be sent by first class post to the address above and will be deemed to have been received on the second business day after posting.

Rights of third parties

A person who is not a party to the Contract shall not have any rights under or in connection with it.

Disputes

If the Client is unhappy with the Services provided by Crème Conferences they should refer any problems or issues to Crème Conferences at the above address. In the event of any court action proceedings must be issued within the courts of England and Wales. These terms and conditions are governed by and construed in accordance with the law of England and Wales.