

***EARLY BIRD DELEGATE BOOKING FORM** - Please complete one form per person.

The Full Residential Delegate package represents the very best value with a 25% discount for TSA members and a 20% discount for non-members, and includes:

Access over three days to exhibition, all conference sessions and workshop menu

- Two nights' B&B accommodation (Monday and Tuesday nights)
- Conference Dinners on Monday and Tuesday night
- Lunch¹ and refreshments each day (¹not Wednesday 14th November)
- Use of the hotel's leisure facilities.

***Please note that Early Bird Pricing is only available until Friday 29 June 2012.**

TSA offers the discounted rate on specially negotiated room rates. Once these rooms are booked, the modular (non-discounted rate) will apply.

Mr/Mrs/Miss/Ms		Forename			
Surname		Position			
Organisation		Email		Telephone	
Address					

Please detail any special access or dietary requirements

Name of person sharing room (if applicable)					
All prices exclude VAT which will be charged at the applicable rate	EARLY BIRD PRICES MEMBERS		EARLY BIRD PRICES NON-MEMBERS		
Monday 12 th – Afternoon session	£94		£115		
Monday 12 th – Awards Dinner	£60		£72		
Monday 12 th – Bed & Breakfast	£187		£187		
Monday 12 th – Bed & Breakfast- shared twin room** (per person rate, subject to 2 sharing)	£120		£120		
Tuesday 13 th – Day Session (including workshops)	£264		£320		
Tuesday 13 th – Gala Dinner	£65		£78		
Tuesday 13 th – Bed & Breakfast	£187		£187		
Tuesday 13 th – Bed & Breakfast- shared twin room** (per person rate, subject to 2 sharing).	£120		£120		
Wednesday 14 th – Morning Session (including workshops)	£60		£72		
Full Residential Delegate Package- single room (all options above with 25% discount for members; 20% for non-members)	£688		£825		
Full Residential Delegate Package – shared twin room** (per person rate, subject to 2 sharing . All options above with 25% discount for members, 20% for non members). **Booking forms for both parties must be submitted at the same time.	£588		£718		

I have read and accept TSA's Conditions of Business: Conference Delegates (please tick box).	
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I enclose a cheque		Please invoice me		I enclose a purchase order	
Authorised by				Date	

Telecare Services Association (TSA) Conditions of Business: Conference Delegates

In these conditions, the Customer shall mean the person or body on whose behalf an order for goods or services has been placed.

By filling in a booking form you consent to the TSA processing any personal data arising as a result of this application for the purpose of administration of the conference and exhibition. If there are any objections please forward in writing to the address below.

Payment of invoices issued by the Association

Unless a trade account facility is agreed, payment for all goods and services shall be payment received with order or against a pro-forma invoice.

Where a trade account facility is made available, the TSA's normal trading terms are payment within 30 days from the invoice date, unless agreed otherwise in writing.

The TSA is a "small company" as defined by The Late Payment of Commercial Debts (Interest) Act 1998. It will use the powers given to it under these Regulations to impose and collect interest penalties on overdue payments. Any such interest penalties will be calculated at 8% over the Bank of England Base Rate.

The TSA will allocate all payments received in the following order of priority: payment of any interest accrued on outstanding debts before payment of the principal of debts, starting with the oldest debt.

Goods are not tested or sold as fit for any particular purpose and any term warranty or condition express or implied or statutory to the contrary is excluded.

Under no circumstances shall TSA's liability (in contract, tort or otherwise) to the Customer arising under, out of or in connection with this contract or the goods supplied hereunder exceed the invoice price of the particular goods concerned.

The TSA shall be under no liability for loss damage or delay however arising caused by circumstances outside his control.

The title to any goods supplied by the TSA remains with the TSA until the debt and any late payment penalty has been paid in full. The Customer agrees that, prior to the payment of the whole price of any goods, the TSA may enter upon the Customer's premises and remove the goods there from and that prior to such payment the Customer shall keep the goods separate and identifiable for this purpose.

All terms expressed or implied relating to the quality of goods are warranties only the breach of which gives no right to reject the goods or terminate the contract in any circumstances whatever.

All prices quoted are exclusive of VAT where applicable.

The TSA will not issue receipts for payments made by cheque or bank transfer except in response to an explicit request.

Where these terms and conditions in any way conflict with any terms on which the Customer has purported to purchase the goods, then the provisions of any such terms of the Customer shall be deemed to be ineffective to the extent that they are inconsistent herewith.

Any provision herein set out shall, to the extent it would by virtue of the Unfair Contract terms Act 1977 or similar enacted Legislation, Regulations or Directives, be of no effect against a person dealing as a consumer, not apply in respect of a sale to a person so dealing.

Events organised by the Association

These terms cover the administration and refund arrangements for all events, conferences, seminars and training courses organised by the Association. They are in addition to any terms covering payment for goods and services.

Places are reserved on behalf of the Customer making the booking, substitutions of named individuals are welcome at any time.

Places can only be reserved against a completed booking form and a written order received by the TSA.

Payment for delegate places must be received prior to the commencement of the event to which they apply. For Customers with an established good credit record with the TSA, a signed official order may be accepted in lieu of receipt of payment.

TSA reserve the right to cancel, or reschedule, an event due to low response, or other circumstances outside its control.

Cancellation Policy

Payment for delegate places must be received prior to the commencement of the event to which they apply.

Cancellation of any delegate booking must be notified to the TSA in writing.

Cancellations made ninety (90) days or more prior to the date of the event will receive a full refund, less a 20% administration fee.

Cancellations made eighty nine (89) days or less prior to the event will receive no refund.

Substitutions from the same organisation and at the same invoice address can be made by providing TSA with written notice of the name of the original attendee, and the name of the substitute.

Joining Instructions

Delegate joining instructions will normally be sent to all delegates at least two weeks prior to the event to which they refer. If you do not receive details by this time, you should contact the TSA to request confirmation of your status.