

Terms & Conditions and Code of Conduct Cleantech Forums

The following information outlines the Attendee Registration terms and conditions for events organized by Cleantech Group, including payment and cancellation policies.

1. By registering for and/or attending the Event (as defined below), participants are bound by, and comply with, these Terms and Conditions and Code of Conduct. It is the individual's responsibility to read and understand these Terms and Conditions and Code of Conduct.
2. For the purposes of these Terms and Conditions, the "Event" means any forum, plenary session, summit, networking session, discussion session, virtual event, awards dinner and/or presentation, the details of which are as confirmed in the registration process between the participant and Cleantech Group.
3. To attend the Event, participants must pay the relevant Registration fee in full – or have paid in full on their behalf – immediately upon confirmation or by one week before the Event Date. Confirmation by Cleantech Group of registration for the Event forms a binding commitment for payment of the full relevant registration fee by the individual participant.
4. The registration fee does not include any travel or accommodation costs. Any costs associated with your attendance of our event shall be paid solely by you, and we shall have no liability for such expenses. The registration fee relates solely to attendance at the Event.
5. Payment for our Event registration is by credit card only and through our online system. All payment is due upon registration. If an invoice is requested, payment will be required by no later than one week before the Event Date. If payment is not received before then, Cleantech Group reserves the right to cancel the Event registration without notice.
6. Discount Policy. Cleantech Group does provide some official discounts from the prevailing standard published rates (as per the registration webpage). Only one discount type/code can ever be applied against published standard rates. Cleantech Group reserves the right to reject any registrations where a double-discount is deemed to have been applied or any other misuse of codes.
7. Substitutions. Tickets can be transferred to colleagues anytime up to two working days prior to the event start date. A request to transfer a participant's confirmed registration to a colleague should be made by giving written notice via email to

forums@cleantech.com. Cleantech Group reserves the right to deny a request for such a substitution, but it will not unreasonably do so.

8. Only persons registered for the event will have access to our licensed venues spaces. Children, guests, and any other unregistered individuals will not be admitted.
9. Participants wishing to cancel their registration must do so in writing via email to forums@cleantech.com. For the cancellation to be deemed valid it must be acknowledged by Cleantech Group and the agreed applicable refund actions, as per the options below, will be set out in a response. Applicable refunds (or future credits) for participant cancellations are outlined as follows:
 - a. Cancellations made 9 or more weeks before the event date, will receive a 100% refund.
 - b. Cancellations made between 4-8 weeks before the event date will receive a 50% refund (or 75% can be applied as a credit to a future Cleantech Group event within 12 months of the cancellation date).
 - c. Cancellations made less than four weeks before the event start date, including No Show, or No Notice, no refund of any sort will be given.

For our refunds and substitutions policy and dates, visit the respective event page.

10. No refunds will be issued for a Cleantech Group Event that is cancelled through no fault of Cleantech Group, including but not limited to third party schedule changes or travel delays, fire, flood, labor disputes, natural disasters, acts of God, health-related emergencies, civil disorders, riots, insurrections, work stoppages, slowdowns, disputes or other similar events. In these cases, attendees will not be entitled to any refund or to claim for any loss or damage.
11. If Cleantech Group changes or delays an event that is either wholly or partially in person, be that due to Covid-19 or some other reason that renders this necessary to ensure the event's viability, our standard terms and conditions will not oblige Cleantech Group to refund, but to deliver equivalent value. That will be achieved either from a future credit for the full value of what was not delivered (usable within 12 months) or, in the case where an in-person event (be that the whole or part of the overall event) is converted to online, the ticket type will be converted, and the number of tickets will be increased to deliver equivalent value.
12. Photographs and/or filming will be taken at the Event by an official photographer and/or videographer, which may be used in post Event publicity and in future marketing materials. By completing registration, the participant consents to the official photographer and/or videographer taking such photographs and/or video, which may feature the participant, and the use of such photographs and/or video as described. If

the participant does not want his/her photograph to be taken and/or does not want to be filmed, Cleantech Group must be notified prior to the Event.

13. Any aspects of any event which are online/virtual will be recorded and shared on the platform for all participants to view. The recordings may be used in post Event publicity and in future marketing materials. By completing registration, the participant consents to recording of all online/virtual sessions, which may feature the participant, and the use of such recordings as described. If the participant does not want to be in the recording, they can choose to stay off video and on mute throughout the session.
14. The views expressed by any speaker at the Event are representative of the speaker's own opinions and cannot in any way be attributed to Cleantech Group. Cleantech Group disclaims any liability for views expressed by any speaker at the Event.
15. Cleantech Group reserves the right to reject a ticket sale or refuse entry if it is deemed that the potential attendee would in some way be an inappropriate delegate, in which case a full refund will be given if a ticket has been purchased. In the event of inappropriate behavior by any individual in the view of Cleantech Group or the Event venue operator, they may be refused entry or asked to leave and excluded from the Event without refund or compensation.
16. We give no warranties regarding any aspect of our event, or any materials related to it or offered at these events and disclaim all implied warranties, including but not limited to warranties of fitness for a particular purpose, accuracy, timeliness, and merchantability. Our event is provided on an "as-is" basis.

We make no representations of accuracy, completeness, timeliness, suitability, or validity of any information presented by speakers, registrants, or sponsors at our event. We will not be liable for any errors, omissions, or delays in this information or any losses, injuries, or damages arising from its display or use.

17. We do not endorse and expressly disclaim all liability relating to any of the products or services provided by speakers, registrants, or sponsors. Except as required by law, neither Cleantech Group nor its affiliates shall be liable for direct, indirect, special, incidental, or consequential costs, damages, or losses arising directly or indirectly from our event or other aspects related to it or in connection with our event.
18. Privacy Notice to Registrants on Personal Information Collected by Cleantech Group
Your privacy is important to us. We collect personal information to enable your event registration, including Preferred Name / First Name, Last Name, Email, Organization Name and contact details, and other details about your organization. This information may be shared with select third parties that perform services for Cleantech Group in

connection with our event, including database management services, venues, sponsors, and networking tools, when applicable.

When using the mobile app, other Attendees can view the profile information you supply and can contact you in app but will not have access to your personal email address. Your usage of these features is bound by the below Code of Conduct.

19. 100% Satisfaction Guarantee for Cleantech Forum First-Timers. We've run Forums since 2002 and we're proud to say many people return year after year. As a commitment to our newcomers' satisfaction, we'll refund your registration fee if you are dissatisfied with the value you received from your first Forum.

20. Cleantech Forums Code of Conduct

Cleantech Forums strive to create an enjoyable and safe professional environment for interaction, engagement, collaboration, and to build business relationships and community. Cleantech Forums Code of Conduct outlines our expectations for all participants who attend or access a Cleantech Forum.

Forum participants are expected to conduct themselves with integrity, courtesy and respect for others and maintain the highest level of professionalism at all Forum events. Harassment in any form, sexist, racist or exclusionary language, discourse or jokes are not condoned. Verbal conduct such as offensive or exclusionary language, obscene, inappropriate, or unwanted comments, as well as physical conduct such as unwanted physical contact will not be tolerated.

Cleantech Group is dedicated to ensuring all Forums are inclusive, respectful, productive and harassment-free for everyone. All participants, speakers, organizers, volunteers, partners, vendors, and staff are required to observe this Code of Conduct.

Reporting Violations of this Policy

Cleantech Group will enforce this Code and we expect cooperation from all participants to help us promote a safe environment and a productive Forum experience for everyone. If you have been (or notice that someone else has been) impacted by someone failing to adhere to this Code of Conduct or have additional concerns, please contact a member of the Cleantech Group or email Forums@cleantech.com.

Consequences of Violating this Policy

Unacceptable behavior will not be tolerated at Cleantech Forums. Anyone engaged in unacceptable behavior may result in suspension or expulsion from the Forum without warning or refund. This may also result in prohibition from registering or attending future forums.

If you have any questions? [Please contact us.](#)