

# TERMS AND CONDITIONS

## IMW SYMPOSIUM

*The following terms and conditions relate to Symposium hosted or authorised by the Institute of Masters of Wine (IMW). Some activities (e.g. optional pre/post Symposium visits) may have additional conditions and these will be advertised at the time of registration.*

### **Refund policy**

There will be a 25% fee (as well as any bank processing fees incurred) if a cancellation occurs 14 days or more from the date of purchase until 31 October 2026. If cancelling between 1 November 2026 and 31 December 2026, the cancellation fee will be 50%. From 1 January 2027 onwards, the Institute will be unable to issue refunds or exchange tickets. Refunds or exchanges will not be given after this time, even if we are able to re-sell your tickets.

### **Exchanges**

Tickets cannot be resold or exchanged. If purchasing multiple tickets, the names of all individuals attending must be provided at time of purchase.

### **Ticket availability and limits**

Tickets cannot be resold or exchanged. Due to the high demand for Symposium tickets we reserve the right to restrict the number of tickets that we can sell to any individual. If purchasing multiple tickets, the names of all individuals attending must be provided. All guests must be 18+ years of age to participate.

### **Event cancellation policy**

In the unforeseen circumstance that an event is cancelled by the IMW or host organisation a full refund will be provided to the account that you paid with. All registered attendees will be notified via email, to the address they registered, with if an event cancellation is taking place.

### **The IMW is not liable for injury or illness**

You agree to indemnify the IMW against any claims for illness, death or bodily injury by you or any member of your party except if caused by the negligence of the IMW or its employees.

### **The IMW is not liable for loss or damage**

The IMW is not liable for loss or damage to belongings, third party liability and injury or accident, for each of you or your party. The IMW will not take out any insurance for your benefit.

### **Travel insurance**

For your own protection you must take out travel insurance covering (at least) the risk of cancellation, health or sickness problems, travel disruption or delay, repatriation in case of death illness or injury, loss or damage to belongings, third party liability and injury or accident, for each of you or your party. The Institute will not take out any insurance on your behalf.

### **The Institute is not responsible for others**

The Institute is not a travel agent or tour operator and cannot accept legal responsibility for you or your party under any consumer protection laws, either to protect you against the insolvency of any operator or facility, or for the negligence or breach of legal duty by any operator, facility or body.

**Visas**

The Institute is not in a position to provide this information. Please check visas requirements for your particular nationality.

**Services provided by others**

The IMW makes various arrangements with sponsors, hosts, vineyards, wineries and other bodies. The IMW cannot guarantee the timing, availability or pricing of any particular event or venue – all of which are under the control of these other bodies, to the extent they can be controlled at all. Those bodies or the IMW may change any itinerary, arrangements and prices at any time in response to circumstances, weather, availability and feasibility.

**Complaints**

If despite our efforts and those of the speakers and producers you have any complaint about the event or failure to deliver all or part of it, you should do so at the time to the IMW or if applicable the host or sponsor. You are also asked to do so in writing to the IMW after the end of the event, preferably within 14 days.

**Special requirements**

If you have special requirements, we will make all reasonable efforts to help you with those which you communicate when making the booking and which we accept.

**Children and pets**

Attendees are kindly requested not to bring children or pets. Service animals are exempt, please contact a member of the events team if you require an exemption.

**Tastings and masterclasses**

In accordance with our usual practice attendees are requested not to wear strong perfumes, scents or colognes out of respect for their fellow tasters.

**Responsible drinking**

In accordance with our usual practice, we encourage responsible drinking. We refer you to Wine in Moderation's website, [www.wineinmoderation.eu](http://www.wineinmoderation.eu) for further information.

**Use of personal information and marketing permissions**

When registering for the symposium you authorise the IMW to contact you via email with relevant updates pertaining to the event. In addition, all guests have the option to be added to the IMW's event mailing list and if you opt in the IMW will use the information you provide to be in touch with you about future events and marketing.

The IMW use MailChimp as our marketing platform and vFairs as our registration platform. You can change your mind at any time by clicking the unsubscribe link in the footer of any email you receive from us, or by contacting us at [info@mastersofwine.org](mailto:info@mastersofwine.org). We will treat your information with respect.

You can view the IMW's full privacy policy online at [www.mastersofwine.org/privacy-cookies-policy](http://www.mastersofwine.org/privacy-cookies-policy)

**Filming and photography**

As an attendee you authorise and grant the IMW, and the hosting organisation, the right to:

- record you (picture and voice) in photographs and on film for audio and visual production
- create recordings into a photo gallery and/or film

- use your name and voice for the recording
- screen the recording online, including on social media

The IMW, or the hosting organisation, will own all copyright to any photography or filming used and no monies will be given to participants. The IMW and the hosting organisation will consider any reasonable request not to use or to stop using a particular film or photograph. Such requests should be made in writing to the Head of Marketing and

Engagement: [beaton@mastersofwine.org](mailto:beaton@mastersofwine.org).

## **SYMPOSIUM TRIPS**

*The following terms and conditions relate to Symposium trips. Symposium trips are organised in collaboration with regional wine bodies (as specified for each trip) and are hosted by these regional bodies. Trip promotion and registration is managed by the Institute of Masters of Wine (IMW). For the purpose of these terms the 'host' refers to the regional wine body specific to your selected trip.*

### **Cancellation policy**

The IMW has a no refund policy. This is not intended to penalise attendees, but to make sure extra costs are not incurred. If a trip organised/promoted by the IMW is cancelled for any reason, a full refund will be given to those who have paid and booked places. In those circumstances the IMW will not be responsible for any other costs incurred, including travel costs. The IMW reserves the right to withdraw an attendees participation on a trip if they are found to be in breach of the IMW's code of conduct or no longer meet the eligibility requirements of the trip.

### **Third party services**

The IMW/hosts makes various arrangements with sponsors, hosts, vineyards, wineries and other bodies. The IMW/hosts cannot guarantee the timing, availability or pricing of any particular event or venue – all of which are under the control of these other bodies, to the extent they can be controlled at all. Those bodies or the IMW/hosts may change any itinerary, arrangements and prices at any time in response to circumstances, weather, availability and feasibility.

### **You need to have travel insurance**

For your own protection, you must take out travel insurance covering at least the risk of cancellation, health or sickness problems, travel disruption or delay, repatriation in case of death illness or injury, loss or damage to belongings, third party liability and injury or accident. The IMW/hosts will not take out any insurance for your benefit.

### **The IMW is not responsible for other people**

The IMW/hosts is not a travel agent or tour operator and cannot accept legal responsibility to you under any consumer protection laws anywhere, either to protect you against the insolvency of any operator or facility or for the negligence or other breach of legal duty by any operator, facility or body.

### **The IMW/hosts is not liable for injury**

You agree to indemnify the IMW/hosts against any claims for death or bodily injury by you except if caused by the negligence of the IMW or its employees.

## **Complaints**

If, despite our efforts and those of the hosts and sponsors, you have any complaint about the trip or the failure to deliver all or part of it, please write at the time to the IMW, or if applicable the host or sponsor. Please do so within 14 days of the end of the trip.

## **Spouses and guests**

Trips are only available to symposium ticket holders. Spouses or additional guests are not eligible to attend. Special considerations are made for attendees who require carer assistance. A request for special consideration must be made in writing to [events@mastersofwine.org](mailto:events@mastersofwine.org) the time of trip application.

## **Special requirements**

If you have special requirements, we will try to get the host or sponsor to help where possible. Please communicate these needs when registering.

## **Children and pets**

Attendees are kindly requested not to bring children or pets.

## **Minimum numbers**

For some trips a minimum number of people are required for the trip to take place. In the event of cancellation the IMW/host will aim to give the participant six month's notice prior to the trip start date.

## **Arrangements in case of delay**

If attendees are delayed at the outward or homeward points of departure the IMW/host cannot be held responsible for finding any alternative travel arrangements.

## **Tastings and masterclasses**

In accordance with the IMW's usual practice, attendees are requested not to wear strong perfumes, scents or colognes out of respect for their fellow tasters.

## **Responsible drinking**

In accordance with the IMW's usual practice we encourage responsible drinking. See Drinkaware or Wine In Moderation, for further information. Furthermore it is a stipulation of the Licensing Act 2003 that we do not serve alcohol at our events to people who appear to be intoxicated and there may be further or different stipulations applying locally at events.

## **Filming and photography**

As an attendee you authorise and grant the IMW, and the hosting organisation, the right to:

- record you (picture and voice) in photographs and on film for audio and visual production
- create recordings into a photo gallery and / or film
- use your name and voice for the recording
- screen the recording online, including on social media

The IMW, or the hosting organisation, will own all copyright to any photography or filming used and no monies will be given to participants. The IMW and the hosting organisation will consider any reasonable request not to use or to stop using a particular film or photograph. Such requests should be made in writing to the Marketing and Communications Manager: [beaton@mastersofwine.org](mailto:beaton@mastersofwine.org).

**Sharing of personal information**

The IMW is committed to protecting your privacy, but will request some information from you for the purpose of the trip (this may include contact information, arrival/departure details and dietary requirements). Once you have received a place on a trip your contact information will be shared with the trip host (Wines of Germany and associated tourism board). All hosts sign a privacy agreement to keep your information safe. Trip hosts will be in contact with guests directly to communicate important information about your visit.

**Trip fees**

All trips require payment of registration fee. Receipt of this fee confirms your place on a trip.

**Trip eligibility**

To be eligible to attend a symposium trip you must be a symposium ticket holder or be invited by the host/s.

**Arrival and departure travel**

It is the responsibility of those travelling to arrange and pay for their own travel to and from the stated destinations. Unless specified otherwise airport transfers are not included.