

Please read these terms and conditions carefully before booking your place for Higher Options 2021. Please understand that by booking any of our events online you agree to accept these terms and conditions.

If you have any queries regarding our events or in relation to your booking, please contact us at [higheroptions@irishtimes.com](mailto:higheroptions@irishtimes.com)

### **Who you are buying from**

The Irish Times, 24-28 Tara Street, Dublin 2 is the organiser and promoter of the 'Higher Options 2021' event.

After completing your online booking, you will receive an email from Higher Options | The Irish Times confirming your booking. This email will state the booking has been confirmed and that your payment has been verified (the "Booking Confirmation"). Please ensure you provide a valid email address to receive this booking confirmation.

### **Event content**

Higher Options reserves the right to make changes to the published programme of an event (but not the overall content), for example to timings and/or speakers if one of the advertised speakers is unable to attend.

### **Code of Conduct**

Higher Options | The Irish Times community is made up of a network of people with a common agenda, cause, and interests, who collaborate by sharing ideas, information, and resources. It is of utmost importance to the organiser that each and every person attending one of our events has a positive and rewarding experience and to that end, we invite attendees to help us realize a safe, respectful, and positive experience for everyone.

Higher Options | The Irish Times is dedicated to providing a harassment-free and inclusive event experience for everyone regardless of gender identity and expression, sexual orientation, disabilities, neurodiversity, physical appearance, body size, ethnicity, nationality, race, age, religion, or other protected category. Attendees asked to stop any harassing behaviour are expected to comply immediately.

Higher Options | The Irish Times expects that attendees will behave in an acceptable manner throughout the event. Unacceptable behaviour from any attendee will not be tolerated. Unacceptable behaviour includes, but is not limited to:

1. Intimidating, harassing, abusive, discriminatory, derogatory, or demeaning speech, materials, or conduct by any attendees of the event and related event activities. Many event venues are shared with members of the public; please be respectful to all patrons of these locations.
2. Violence, threats of violence, or violent language directed against another person.

3. Sexist, racist, homophobic, transphobic, or otherwise discriminatory jokes and language.
4. Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
5. Inappropriate photography or recording.
6. Any boisterous, lewd, or offensive behaviour or language, including but not limited to using sexually explicit or offensive language, materials or conduct, or any language, behaviour, or content that contains profanity, obscene gestures, racial, religious, or ethnic slurs or that is deemed to disrupt other attendees or exhibitors at the event.
7. Failure to obey any rules or regulations of the event venue.

Unacceptable behaviour will not be tolerated. Anyone asked to stop unacceptable behaviour is expected to comply immediately. If an attendee engages in unacceptable behaviour, the organiser may take any action it deems appropriate, including warning or expelling the offender from the event with no refund.

### **Payment verification**

Your booking will be processed only after your billing information has been verified to Higher Options | The Irish Times by the Payment Processor. In the event that your booking payment is declined by the Payment Processor, your booking will not be processed further and you will not receive any Booking Confirmation.

In the event of declined payment, you will receive notification from the Payment Processor that the payment has been declined and you will need to resubmit your payment application through the Payment Processor until verification is confirmed to Higher Options | The Irish Times.

### **Cancelled Events**

Very rarely, the event may need to be cancelled or postponed. If the event is cancelled Higher Options | The Irish Times will contact you and post a notice on the site. The organiser shall be entitled to cancel your booking where we need to do so due in circumstances outside of our control. Higher Options | The Irish Times will refund your booking payment (in full as soon as possible) or offer you an alternative event if one is available.

Higher Options | The Irish Times will usually refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method.

If an event is cancelled or rescheduled, Higher Options | The Irish Times will endeavour to contact you using the email address that you have provided. It is your responsibility to provide a valid email address at the time of booking and to provide Higher Options | The Irish Times with an alternative email address if your email address changes before the date of the event.

### **Our Refunds Policy**

Refunds will be determined at the organiser's sole discretion.

No refunds will be provided on failure to attend an event and attendees will be subject to payment in full of the original booking fee.

No refunds will be offered to attendees who are refused entry or who are removed for non-compliance with the Code of Conduct.

### **Recording, Transmission and Exhibition**

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event unless permission has been given by Higher Options | The Irish Times prior to the event. If you are found to be in breach of these conditions you may be ejected from the event and will not be entitled to a refund.

### **Force Majeure**

The organiser will not be liable or responsible for any failure to perform, or delay in performance of, any of Higher Options | The Irish Times' obligations that is caused any act, event, non-happening, omission or accident beyond our reasonable control.

### **Variations**

Higher Options | The Irish Times reserves the right to amend the Terms and Conditions at any time.