

2026 Edition

Event Terms and Conditions



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All Event Bookings are subject to the following terms and conditions (“Terms”):

1 Definitions and Interpretation

1.1 In these Terms:

Booking	means a request to attend an Event, whether free or paid, made via Our website, email, online form or other method We permit.
Business Day	means any day which is not a Saturday, a Sunday, Christmas Day, Good Friday or a day which under the Banking and Financial Dealings Act 1971 is a bank holiday
ECA	means to the Electrical Contractors’ Association
Event	means to any webinar, seminar, conference, training, networking or social activity We organise
Force Majeure	refers to any of the following events: war, the threat of war, revolution, terrorism, riot or civil commotion, or precautions against any such; strikes, lock outs or other industrial action, whether of the affected party’s own employees or others; blockage or embargo; acts of or restrictions imposed by government or public authority; failures of supply of water, power, fuels, internet or cyber services, transport, equipment or other deliverables or services; explosion, fire, corrosion, ionising radiation, radioactive contamination; flood, natural disaster, or adverse weather conditions; malicious or negligent act or accident, and breakdown or failure of equipment, whether of the affected party or others, any pandemic or epidemic (including, but not limited to, the COVID-19 coronavirus outbreak and/or any mutation thereof and any other outbreak of an infectious human disease), including any measures, recommendations, regulations and legislation issued by the government and/or public authorities in relation thereto from time to time, and/or any consequences therefrom which are outside the reasonable control of the party suffering the effects thereof.
Material	means slides, handouts, recordings and any other content provided or made available in connection with an Event.
Representative	refers to an individual able to represent the interests of an Organisation for the purposes of interaction with ECA (including, but not limited to dealings with an Officer, a member of the Council, the Board or of any Committee, Regional Executive Committee, Branch or Specialist Group) who is actively engaged in the day-to-day management, operation and administration of the Organisation’s business.
Organisation	refers to any corporate or unincorporated entity (including, without limitation, a company, partnership, sole trader, charity, public body, club, association or other undertaking) on whose behalf an individual makes a Booking or attends an Event, and which the individual is authorised to bind to these Terms.

We, Us, Our	refers to Electrical Contractors Association Limited (The), a private limited company registered in England and Wales under the company number 00143669 with our registered office address at ECA Court, 24-26 South Park, Sevenoaks, Kent, TN13 1DU
You, Your	refers to the person booking the Event and, where the person is acting in their capacity as an employee, director, officer, partner or agent of an Organisation, refers to such Organisation.

2 Booking Confirmation

- 2.1** After You make a Booking, We may send You a notice acknowledging receipt of Your Booking request. This notice does not confirm Your Booking. All Booking requests are subject to availability and Our approval. Your Booking is confirmed only when We send You a notice expressly confirming Your Booking. For paid Events, We will only send You the notice confirming Your Booking after We receive full payment for Your Booking.
- 2.2** We may refuse or cancel any Booking at Our discretion, including where capacity limits are reached.
- 2.3** You must provide accurate and complete information when registering and keep it up to date. We may require business email addresses and organisational details to validate Your Booking.
- 2.4** You confirm You have authority to make the Booking and to bind Your Organisation to these Terms and to payment obligations where applicable. We may require evidence of such authority.
- 2.5** If there is any inconsistency between these Terms and specific Event information published on the Event website, the specific Event information prevails in respect of that Event.

3 Price and Payment

- 3.1** Details of Event pricing and accepted payment methods are stated on the Event website.
- 3.2** All payments must be made in full prior to the Event taking place, in GBP (Pounds Sterling). Payment is made when We received clear funds in full.
- 3.3** All prices include VAT (where applicable) at the prevailing rate, unless stated otherwise. We will provide You with a downloadable VAT invoice after Your Booking is confirmed.
- 3.4** We may charge interest on overdue amounts at 8% per month above the base rate of Bank of England from the due date until payment in full and may suspend Your attendance or withhold Materials and certificates until such time as payment in full is received.

4 Joining Instructions

- 4.1** Account credentials and access links are personal to You. You must keep them secure and not share them except as expressly permitted by Us.
- 4.2** Once Your Booking is confirmed, We will send You a notice containing instructions for joining the Event, including details of the Event timing and venue. Please notify Us if You have not received these details 2 Business Days before the Event date.
- 4.3** For in-person Events, admission may require production of the Booking

confirmation and valid identification.

- 4.4 For online Events, You are responsible for ensuring You meet the technical requirements for access, including compatible devices, software, connectivity and firewall settings. Access links are unique to You and must not be shared or published. Unauthorised sharing may result in removal and fees for additional participants. You must not: attempt to circumvent security or access controls or copy, record, rebroadcast or distribute any part of the Event, upload or share unlawful, infringing, offensive or harmful content or introduce viruses, malware or other harmful code.
- 4.5 We are not responsible for technical issues on Your side. If a material failure occurs on Our side that prevents attendance, We will use reasonable endeavours to provide access to a recording, a re-run, or a refund/credit for paid Events.

5 Standards of Conduct

- 5.1 All attendees to an Event must adhere to the [ECA Code of Conduct](#).
- 5.2 Attendees who witness any breach of these standards may report it to Event staff or email ECASecretary@eca.co.uk.
- 5.3 You must behave professionally and courteously, comply with reasonable instructions of Our staff and venue or platform rules, and respect other participants.
- 5.4 Harassment, discrimination, abuse, or disruptive behaviour will not be tolerated.
- 5.5 We may refuse admission, remove an attendee, or disable access without refund where We reasonably believe these Terms or applicable policies have been breached.
- 5.6 We reserve the right to investigate any breaches reported and take appropriate action at Our discretion, including removing attendees without refund, restricting future attendance, or involving relevant authorities where necessary.

6 Accessibility

- 6.1 We are committed to making Our Events accessible to everyone.
- 6.2 Accessibility or inclusion requirements must be stated at the time of Booking or notified to Us as soon as possible thereafter so that We can make reasonable adjustments.
- 6.3 We cannot guarantee that all requests will be met, particularly where notified late or where adjustments are not reasonably practicable.
- 6.4 If We are unable to accommodate Your requirements, We will notify You to discuss alternative arrangements.

7 Dietary Requirements

- 7.1 Dietary requirements must be stated at the time of Booking or notified to Us at least 10 Business Days before the Event date.
- 7.2 We shall make reasonable efforts to accommodate dietary requirements, although this may not always be possible.

8 Health & Safety

- 8.1 You must comply with all venue health and safety rules, including any security screening, emergency procedures and reasonable instructions of venue staff.

- 8.2** You are responsible for Your personal property at all times. We are not responsible for loss, theft or damage to personal belongings brought to an Event venue.

9 Free Events and Fair Use

- 9.1** Free Events may be subject to limits on the number of places per Organisation and per individual. We may cancel without liability any excess Bookings.
- 9.2** We may prioritise attendance for target audiences or client Organisations and may reallocate places to manage demand.

10 Changes, Postponement and Cancellation (Refunds Policy)

- 10.1** You may cancel an Event Booking by notifying Us of Your intention to do so prior to the Event date.
- 10.1.1** For paid Events, We will issue a full refund for any cancellations made at least 20 Business Days before the Event date. Except where clause 10.4 or 10.5 applies, We will not be obliged to issue any refund for cancellations made by You within 20 Business Days of the Event date or for non-attendance.
- 10.1.2** For free Events, You must notify Us as soon as practicable if You intend to cancel Your Booking, but in any event within at least 2 Business Days before the Event date. For failing to notify Us of Your intention to cancel Your Booking as aforesaid, We may restrict Your ability to book future free Events or charge You an administration fee of £25.00.
- 10.2** Instead of cancellation, You may request to substitute an attendee by notifying Us in writing at least 2 Business Days before the Event date. A substitute attendee may be accepted by Us, at Our sole discretion, provided that the substitute attendee be a Representative of Your Organisation. You must ensure that Your substitute attendee has knowledge of Your obligations under these Terms and adheres to them.
- 10.3** We may make reasonable changes to the Event programme, such as adjusting the schedule or replacing speakers. We may notify You of such changes prior to the Event but are not obligated to do so. Clause 10.1 applies to any cancellations made due to any such changes.
- 10.4** We may also change the Event venue at any time prior to the Event date. This includes changing from one in-person venue to another or converting an in-person Event to an online Event. We will notify You of any such changes as soon as practicable.
- 10.4.1** Where the Event remains in-person, We will issue a full refund for any Event fee paid if:
- (a) the new venue is more than 15 miles driving distance away from the original venue; and
 - (b) You notify Us of Your intention to cancel Your Booking within 5 Business Days of being notified of the change and, in any event, at least 2 Business Days before the Event date.
- Otherwise, no refunds will be available.
- 10.4.2** Where an in-person Event is converted to an online Event, You will be offered the option of not converting Your Booking to an online Event Booking when We notify You of the change. If You notify Us of Your intention not to convert Your Booking within 5 Business Days of being notified of the change and, in any event, at least 2 Business Days before the Event date, You will receive a full refund for any Event fee paid.

Otherwise, Your Booking will be converted, and You will be refunded the difference between the in-person Event fee and the online Event fee (if any).

- 10.5** If We need to postpone an Event, We will notify You as soon as reasonably practicable. If You cancel Your Booking because of the postponement, We will issue a full refund for any Event fee paid if You cancel within 5 Business Days of being notified of the postponement and, in any event, at least 2 Business Days before the revised Event date.
- 10.6** If a Force Majeure event occurs, We may need to change or postpone Your Booking in accordance with this clause 10. If, however, We have to cancel Your Event at short notice due to a Force Majeure event, We will refund any Event fee paid.
- 10.7** Where We are obligated to issue a refund under this clause 10, We shall do so as soon as reasonably practicable, usually using the original payment method (although We may use an alternative method). We will not be liable for any other costs, expenses, losses or damages You may incur as a result of any change, postponement, or cancellation of an Event, whether the Event is paid or free.

11 Data Protection

- 11.1** We will process Your personal data in accordance with Our [privacy policy](#) and applicable data protection law.
- 11.2** Your contact details may be shared with the Event organiser and relevant third parties involved in delivering the Event. We will not share Your data with other third parties without Your consent.
- 11.3** We collect registration data to manage Bookings, deliver Events, issue certificates, process payments and communicate with You about the Event.
- 11.4** We may use third-party service providers, including platforms and payment processors, to deliver Events and services. Transfers of data will be carried out in compliance with applicable law.

12 Photography and Filming

- 12.1** Photography and video recording may take place at Events.
- 12.2** If You do not wish to be photographed or filmed, You shall notify Us at least 2 Business Days before the Event date.
- 12.3** By attending, You agree that images or footage, including of any persons under the age of 18 attending with You, may be used for promotional purposes, including on websites, social media, and marketing materials.

13 Disclaimer

- 13.1** Some Events may be physically demanding and carry risks, including injury or illness. Attendees are responsible for assessing their own suitability to participate in an Event or any part thereof. Attendees with medical conditions or concerns should seek prior advice from a medical professional.
- 13.2** If You bring a person under the age of 18 to an Event, You will be fully responsible for their supervision, safety, and conduct throughout the Event.
- 13.3** Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded or limited under applicable law.

- 13.4** Subject to clause 13.3, We are not liable for any injury, loss, or damage arising from attendance at or participation in an Event, except where it is caused by Our negligence or where liability cannot be excluded by law.
- 13.5** Subject to clause 13.3, We will not be liable for:
- 13.5.1 loss of profit, revenue, business, contracts, opportunity, goodwill or anticipated savings;
 - 13.5.2 loss or corruption of data; or
 - 13.5.3 any indirect or consequential loss.
- 13.6** Subject to clauses 13.3 to 13.4, Our total aggregate liability arising out of or in connection with an Event (whether in contract, tort, negligence or otherwise) is limited to:
- 13.6.1 for paid Events, the fees actually paid for the affected Event; and
 - 13.6.2 for free Events, £0.
- 13.7** We are not responsible for acts or omissions of third-party venues, platforms, sponsors, exhibitors or other third parties, but We will use reasonable care in selecting Our suppliers.
- 13.8** We maintain public liability insurance. However, if Your negligence or breach of these Terms causes Us to incur any loss or expense, We reserve the right to recover that loss or expense from You to the extent it is caused or contributed to by You and/or is not covered by Our insurer.

14 Rights in materials – intellectual property rights

- 14.1** All copyright in Materials provided to You during or for the purpose of an Event, including, without limitation, notes, slides, articles and brochures, are Our property or that of Our licensors. You may use these materials for Your personal use only. You must not copy, use or distribute them, except as permitted by law, or use them, or allow others to use them, for any commercial purpose.
- 14.2** You shall not record, televise or otherwise broadcast (including through social media or podcasts) any of the Events or Materials without Our prior written consent.
- 14.3** You shall indemnify Us from and against all costs, claims, demands and liabilities whatsoever incurred by Us as a result of any breach by You of the provisions of clause 14.1 or 14.2. In addition, We reserve the right to take such further action as We may consider appropriate in the event of such a breach, including, without limitation, removing You from the Event without refund and restricting future attendance.
- 14.4** Attendee-generated content, including questions, chat messages, poll responses and contributions during Events, may be used by Us for Event delivery and evaluation. You grant Us a non-exclusive, royalty-free, worldwide licence to use, reproduce and adapt such content for those purposes, provided We will not attribute You without Your consent unless You have publicly presented or authored the content.

15 CPD and training

- 15.1** Claims for CPD certification are the responsibility of attendees in accordance with their relevant professional bodies. Unless expressly stated on the Event website, We do not guarantee CPD accreditation of the Event or Materials.
- 15.2** Learning outcomes, if any, will be stated on the Event website. We do not warrant that any particular result, skill or outcome will be achieved.

15.3 Certificates or confirmations of attendance may be provided where stated on the Event website. Issuance of such certificates or confirmations will be conditional on full attendance, participation, completion of any assessments or feedback forms, and full payment of the Event fee (if any).

15.4 Event and Materials content is provided for general information and training purposes only and does not constitute legal, financial, tax or other professional advice.

16 Confidentiality

16.1 Where stated for an Event, discussions may operate under the Chatham House Rule, meaning participants are free to use the information received but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

16.2 You must keep confidential any non-public information disclosed by Us or other attendees during an Event which is identified as confidential or would reasonably be considered confidential. This obligation does not apply to information that is public, known to You prior to the Event, independently developed by You, or required to be disclosed by law.

17 Sponsors and exhibitors

17.1 Events may include sponsors or exhibitors. Their inclusion does not constitute Our endorsement of them or their services or products.

17.2 Interactions between You and any sponsors or exhibitors are solely between You and them. Please review their terms and conditions and privacy notices.

18 Competition Law

18.1 All attendees to an Event must adhere to [ECA's Competition Compliance Policy](#) and shall not enter any discussion, activity or conduct that may infringe competition law.

19 Notice

19.1 All notices given by You to Us must be in writing and emailed to the Event organiser's email address stated on the Event website.

19.2 We may give notice to You at the email You provide to Us when making a Booking.

19.3 Notice will be deemed received and properly served at the time of sending if sent from 9:00 to 17:00 on a Business Day, or otherwise at 9:00 on the next Business Day, provided that such email was sent to the specified email address of the addressee.

20 Waiver

20.1 Any failure by Us to insist upon strict performance of any of Your obligations under any of these Terms or to exercise any of the rights or remedies to which We are entitled under these Terms shall not relieve You from compliance with such obligations and shall not constitute a waiver of such rights or remedies.

21 Severability

21.1 If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such Term will to that extent be severed from the remaining Terms which will continue to be valid to the fullest extent permitted by law.

22 Entire agreement

22.1 These Terms and any document expressly referred to in them (including but not limited to the relevant Event website) represent the entire agreement between You and Us in relation to Event Bookings and supersede any prior agreement, understanding or arrangement between Us, whether oral or in writing.

23 Amendments

23.1 We may revise and amend these Terms from time to time to reflect changes in technology, payment methods, relevant laws and regulatory requirements, or Our system's capabilities.

23.2 You will be subject to the policies and Terms in force at the time You place or amend a Booking with Us, unless any change to those policies or these Terms is required by law or governmental authority, in which case it will apply to Bookings previously made by You.

24 Assignment and Third-Party Rights

24.1 You may not assign Your rights under these Terms without Our prior written consent. We may assign Our rights under these Terms at any time without Your consent, provided that We reasonably believe that such assignment will not adversely affect Your rights under these Terms.

24.2 These Terms shall not be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

25 Law and jurisdiction

25.1 These Terms are governed by the law of England and Wales and any claims and disputes arising therefrom shall be subject to the exclusive jurisdiction of the English courts.

26 Complaints

26.1 If You have a complaint about an Event, please contact Us at membership@eca.co.uk as soon as possible and within 14 days of the Event with details.

26.2 We will acknowledge receipt and aim to respond within 10 Business Days. This process does not affect Your statutory rights.

Questions about these Terms or Events should be directed to Legal@eca.co.uk