

# Sponsorship and Exhibitor Terms & Conditions

## Formation of Agreement

The agreement shall be formed when the Client's Order Confirmation is received.

## Fees

The fee payable by the Client to ISE shall be in accordance with ISE's published rates or as otherwise agreed in writing by the parties. All fees are exclusive of Value Added Tax, which shall be payable by the Client. ISE shall be entitled to invoice the Client immediately following acceptance of the Client's Order Confirmation. The Client shall pay ISE within 30 days of the date of the invoice, or within 30 days of receipt thereof, whichever is the later. The fees shall be payable in full and the Client shall not be entitled to make any deduction or exercise any right or set-off counterclaim or contribution howsoever arising. The Client will not be able to attend the event if full payment has not been prior to the event taking place but will still be responsible for payment. The Client may not cancel an Order Confirmation which has been accepted by ISE.

## Confidentiality

The content and terms of this agreement shall be confidential as between the parties and there shall be no breach of that confidence by either party.

## Dissatisfaction with an event

ISE takes complaints very seriously indeed and tries to ensure that all users are pleased with their experience of our service. Those persons who make a complaint will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we intend to respond to complainant's concerns in a professional manner. Should an issue present itself whilst attending an ISE event, you are encouraged to raise this with a member of the ISE team working onsite. Wherever possible the team will endeavour to resolve any issues as the event takes place. If you are dissatisfied with an event for any reason, please contact Vivienne Wootten, Membership and Events Manager by email to [vivienne@ise.org.uk](mailto:vivienne@ise.org.uk) or write to Institute of Student Employers, 6 Bath Place, Rivington Street, London EC2A 3JE

### **Please address any queries to:**

Vivienne Wootten

Membership and Events Manager

Institute of Student Employers, 6 Bath Place, Rivington Street, London, EC2A 3JE

E: [vivienne@ise.org.uk](mailto:vivienne@ise.org.uk) T: 020 7033 2466