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## Music Mark Training and Events | Terms and Conditions

Please read these terms and conditions carefully before making a booking.

If you are booking on behalf of someone else, please ensure that they are aware of these terms and conditions, and that you have the appropriate authority to agree on their behalf.

### Terminology

- 'Music Mark' refers to The UK Subject Association for Music Education – Music Mark
- 'Event' refers to any Music Mark training or event
- 'Industry Partner' refers to commercial Music Mark members

### 1. Registration and Bookings

1. When registering for the Event, the party making the booking will be required to provide information about the delegate(s) attending the Event.
2. Rates and packages available to delegates will be determined based on the information provided, including but not limited to membership status.
3. To be eligible for any member rates or member-only events, the person attending must be a current member of Music Mark, either individually or organisationally, at the time of booking and at the time of the Event. If your membership status changes prior to the event your booking may be updated to the relevant rate and a new/additional invoice will be issued to apply the correct rate.
4. Programme details are correct at time of going to press. Music Mark will make all reasonable efforts to deliver the Event as outlined on the website and in communications however we reserve the right to make changes where necessary.
5. Rates indicated are per individual delegate and will allow one delegate to participate in the Event.

### 2. Cancellation (paid events)

1. Refunds will be applied as per the following timescales:
  - Cancellations 12 weeks (inclusive) or more prior to the start date of the Event, will be entitled to a full refund, less an administrative fee of 20%.
  - Cancellations between 6 to 12 weeks prior to the start date of the Event, will be entitled to a 50% refund.
  - Cancellations made 6 weeks (inclusive) or less prior to the date of the Event will not be eligible for any refund and will be charged in full.
3. All cancellations must be submitted in writing to [info@musicmark.org.uk](mailto:info@musicmark.org.uk)



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CONNECTING  
INFLUENCING

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4. Refunds and booking changes may occasionally be granted at the discretion of Music Mark in exceptional circumstances however an administrative fee of 20% will be charged to cover processing costs.
5. Transfer of any confirmed booking to another Music Mark event may be granted subject to availability. Requests should be sent in writing to [info@musicmark.org.uk](mailto:info@musicmark.org.uk).
6. Subsidised events with a maximum capacity of 40 or fewer delegates will be charged an additional cancellation rate equivalent to the full cost of the delegate place if cancelled 28 days or less prior to the date of the event and a replacement delegate cannot be secured. This will be detailed in the booking information.

## **2. Cancellations, postponement and changes by Music Mark**

1. In the event of a cancellation due to circumstances outside of Music Mark's control we will aim to refund the booking. However, as a charity, we may need to take an administration fee, which will be no more than 10% of the price paid, to cover unrecoverable costs.
2. Music Mark will not accept liability for other costs incurred by delegates or third parties because of an Event being cancelled or postponed.
3. We will not be liable or responsible for any cancellation or delay to an event that is caused by events outside our reasonable control ("Force Majeure Event"). A Force Majeure Event includes any act, event, non-happening, omission, or accident beyond our reasonable control and includes (without limitation):
  - Strikes, lockouts or other industrial action.
  - Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war.
  - Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
  - Impossibility of the use of public or private transport.
  - Impossibility of the use of public or private telecommunications networks; and
  - The acts, decrees, legislation, regulations, or restrictions of any government.
4. We will use our reasonable endeavours to find a solution by which the event should take place despite the Force Majeure Event and will keep you notified.

## **4. Payment**

1. Full payment must be received in advance of the Event
2. Payment can be made by debit / credit card or by requesting an invoice.
3. If you request an invoice, please ensure that you follow up the booking with an email to [finance@musicmark.org.uk](mailto:finance@musicmark.org.uk) including your purchase order number and invoice information if not submitted at the time of booking. If you do not have a purchase order number or departmental code, please provide your email address. If you are unsure, please check with your finance or purchasing teams as failure to provide a valid purchase order number or departmental code can delay your invoice from being processed.



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SUPPORTING  
CONNECTING  
INFLUENCING

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4. Should you fail to make payment in advance of the Event we reserve the right to refuse access to the event until any outstanding balance has been paid.

## 5. Data protection

1. By registering for an event, delegates agree to Music Mark sharing personal details for relevant management purposes including but not limited to dietary requirements shared with venue management and / or catering providers, access requirements and delegate name shared with venue staff, email address for accreditation and event related documentation.
2. Your personal details (name, job title and organisation) will be included on the delegate list which may be made available to other attendees, event partners and / or sponsors, presenters / facilitators and their organisation. You can ensure your details are not shared by opting out during online registration. If you opt-in but subsequently wish to revoke this consent, please email [info@musicmark.org.uk](mailto:info@musicmark.org.uk), confirming in your email what consent you are revoking.
3. Your details as outlined in 5.2 and the email address provided at booking, will be shared with third party suppliers and Industry Partners delivering Events in partnership with Music Mark for marketing purposes. You can ensure your details are not shared by opting out during online registration. If you opt-in but subsequently wish to revoke this consent, please email [info@musicmark.org.uk](mailto:info@musicmark.org.uk), confirming in your email what consent you are revoking.
4. By registering for an Event, delegates agree to allow Music Mark to contact them with event information and updates by email.
5. Music Mark's data and privacy policy is available [here](#).

## 6. Liability

1. We take care to plan a diverse and varied programme however views expressed by speakers are their own. Music Mark assumes no responsibility for the content of presentations or materials provided by speakers at the Event.
2. Music Mark does not accept liability for any error or omission and excludes all liability for any action you may take or loss or injury you may suffer (whether direct or indirect, or any indirect, consequential or special loss) howsoever arising for advice given, or views expressed, by any speaker at the Event or in any material provided to delegates or as a result of you relying on the same.



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INFLUENCING

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## 7. Photography and filming

We will take photographs and may film delegates at in person events for marketing purposes. Online events may be recorded for sharing with delegates and / or use as a resource. By attending, you are giving us permission to use images in which you may be present. In addition, these images may be shared and stored on third-party platforms. Should you not wish to appear in any images, please notify the photographer or a member of Music Mark staff at the event and when attending online events, ensure your camera is switched off. Further details of the Music Mark image capture and use policy can be found [here](#).

## 8. Delegate behaviour

1. All delegates participating in a Music Mark event are expected to comply with the **Music Mark Member and Partner Ethics** regardless of their membership status.
2. Our events are inclusive, and we welcome healthy and respectful debate and discussion however for it to remain inclusive delegates are expected to contribute to this in a respectful manner. This will apply at all training and events delivered by and on behalf of Music Mark, both in person and online. Behaviour deemed to not be inclusive in this way will not be tolerated and delegates not in compliance will be ejected from the Event.

## 9. General

1. All delegates will receive a feedback form by e-mail after Events. Additional feedback can be sent to [info@musicmark.org.uk](mailto:info@musicmark.org.uk) and is warmly welcomed at any time. Please raise any immediate concerns or complaints with Music Mark staff at the conference welcome desk.
2. Music Mark reserves the right to make changes to these Terms and Conditions when necessary. You will be notified if there are any significant amendments which alter the nature of the agreement. These Terms and Conditions do not affect your statutory rights.

Music Mark Event Booking Terms & Conditions.

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