



# THE SUPER HAPPY SYMPOSIUM

## TICKET POLICIES & PROCEDURES

### 1. Ticket Purchase & Confirmation

- All tickets must be paid in full at the time of booking.
- A confirmation email will be issued upon successful payment.
- It's the attendee's responsibility to ensure contact details are entered correctly.
- Tickets are issued to the named individual at the time of booking.
- Your email will be shared with exhibitors unless opted out via the attendee registration form on arrival.

### 2. Refund Policy

- All ticket sales are final.
- No refunds will be issued under any circumstances, including but not limited to:
  - Change of personal circumstances
  - Travel disruption
  - Illness
  - Inability to attend
- Refunds will only be issued if the event is cancelled by the organiser.

### 3. Ticket Transfers

- Tickets may be transferred to another eligible attendee.
- The original ticket holder must notify the organisers in writing (via email) at least 24 hours before the event with:
  - Full name of new attendee
  - Professional registration details (GMC, NMC, GDC, HCPC etc.)
  - Contact email address
- The new attendee must meet the eligibility criteria for attendance (medical professionals within the aesthetics industry).
- Tickets cannot be transferred after the stated deadline.

### 4. Eligibility & Professional Credentials

- The Super Happy Symposium is a professional medical aesthetics event for medical professionals or clinic managers.
- Attendees may be required to provide valid professional registration (e.g., GMC, NMC, GDC, HCPC) upon request.
- The organiser reserves the right to refuse entry if adequate credentials are not provided.



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### 5. Event Changes

- The organiser reserves the right to:
  - Amend the event programme
  - Change speakers
  - Adjust timings
  - Modify content
- Such changes do not constitute grounds for refund.

### 6. Event Cancellation or Postponement

- If the event is cancelled by the organiser, ticket holders will receive:
  - A full refund, or the option to transfer their ticket to a rescheduled date.
- The organiser is not responsible for travel, accommodation, or other related costs incurred.

### 7. Photography & Media

- The event will be photographed & filmed for marketing & promotional purposes.
- By attending, you consent to the use of your image in future promotional materials unless you notify the organiser in writing before the event

### 8. Code of Conduct

- This is a professional, clinician-led educational environment.
- Disruptive, inappropriate, or unprofessional behaviour will not be tolerated.
- The organiser reserves the right to remove any attendee without refund if behaviour compromises the safety or integrity of the event.

### 9. Health & Safety

- Attendees must comply with all venue health and safety policies.
- The organiser accepts no liability for personal injury, loss, or damage to personal belongings unless caused by proven negligence.

### 10. Promotional Codes

- Discount codes must be applied at checkout.
- Codes cannot be applied retrospectively.
- Only one promotional code may be used per ticket.