

Diabetes UK Professional Conference 2026 registration Terms and Conditions

1. Attendance at the event

This event is organised by Diabetes UK. Diabetes UK is the operating name of the British Diabetic Association, a company limited by guarantee (company number 00339181) and a charity registered in England and Wales (no. 215199) and in Scotland (no. SC039136) which has its registered office at Wells Lawrence House, 126 Back Church Lane, London E1 1FH.

Diabetes UK works in partnership with Wonderly, a division of Haymarket Media Group Ltd, who organise the Diabetes UK Professional Conference on our behalf.

By completing your registration, you confirm and acknowledge that you are attending the event in your capacity as a healthcare professional or scientist working in the field of diabetes.

The conference is for the benefit of the persons listed above only and not for lay persons or persons who do not qualify for the categories listed above.

2. Closing date for registration

All registrations must be completed (and paid) prior to attending the conference. Pre-registration for the conference closes Tuesday, 21 April 2026 and on-site rates will be in place until 4pm Friday, 24 April 2026. Invoices will no longer be available after 5pm Friday, 6 March 2026.

3. How to pay

Our preferred method of payment is credit/debit card. We accept most credit/debit cards (see list below) and an invoice can be requested where the total cost of the registration fee is over £500.

It is the responsibility of the delegate to ensure payment is made. Diabetes UK/Wonderly will not chase sponsors or employers for payment on the delegate's behalf. All fees must be paid in full prior to the event, without exception.

Delegates will not be allowed to enter the event if the registration fee is not paid in full.

- a. Paying by credit card online: We can accept the following credit/debit cards: Visa (credit and debit), Visa Electron or MasterCard
- b. Paying by invoice (only available where total cost of registration(s) is over £500): Please ensure you provide a full and accurate invoice address with the correct addressee details (including PO number). All invoices must be settled within payment date terms specified on the invoice (30 days). Payment must include the delegate's full name, reference/invoice number and contact details for the bill payer. If at a later date you wish to pay your invoice by credit card, please call the telephone number at the bottom of the invoice. If you choose to pay by credit card upon registration you will receive an email confirmation from Stripe and a VAT receipt will be emailed to you.

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4. Member student rate

To benefit from the member student rate, delegates must present a supporting letter on the headed paper of the relevant institution from their administrator or head of department confirming full-time student status. This letter must be uploaded at the point of registration to be eligible for the discount.

5. Amendments to your booking

Any amendment to a delegate's registration must be made in writing and sent to Wonderly. We cannot accept amendments over the telephone as we require written confirmation of any changes made. Amendment requests should be emailed to: diabetesuk@wonderly.agency

Substitute delegates are welcome at no extra charge but we require you to advise us of any substitutions (including full contact details, dietary and accessibility requirements) no later than Friday 3 April 2026.

6. Cancellations

Cancellations received will be refunded at the following rates:

- On or before **Wednesday 28 January 2026**: full refund less a 10% administration fee
- Between **Thursday 29 January and Wednesday 11 March 2026**: 50% refund of the registration fee
- From **Thursday 12 March 2026**: we regret that no refund can be made

Any cancellations that still have payment outstanding will be liable for either the administration fee, 50% of the registration fee or the full registration fee, dependent on the date and time of the cancellation.

Diabetes UK reserves the right to postpone, alter and/or cancel all or any part of the event (including in-person day(s)) for any reason (including, without limitation, by reason of a force majeure).

In the event that all or any part of the event is postponed, altered or cancelled for any reason, delegates will be notified as soon as practicable prior to the advertised dates of the event. Diabetes UK accepts no liability in respect of any loss or damage, whether direct, consequential or otherwise arising from any alteration (including, without limitation, a change to the format of delivery of the event or a change of event venue), postponement (including, without limitation, any delay in providing the event), or cancellation of the event. Diabetes UK shall not be liable to delegates for any costs incurred in connection with accessing/attending the event.

7. Programme and speakers

Diabetes UK reserves the right to alter the programme and/or speakers without prior notice and without any liability to delegates. Diabetes UK does not accept responsibility for the views expressed by the individual speakers.

Please note that this event is kindly supported by a range of exhibitors and sponsors. Diabetes UK would like to thank the sponsors and all exhibitors for their support of the event. A full list of

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sponsors and exhibitors will be available on the event website. Sponsors and exhibitors have had no input into the arrangements for the event, including the agenda, content and speakers.

8. Photography and recording

Photographs and video recordings may be taken and made at the conference by an official Diabetes UK photographer/ videographer. Diabetes UK may use these photos and videos in post-event publicity and on future marketing materials. In registering to attend the conference, delegates agree to the official photographer/videographer taking such photographs and videos, and to Diabetes UK using the photographs and videos as set out above. If you do not wish to be in any photography or video, you must contact the organisers by email at diabetesuk@wonderly.agency prior to the conference or notify a member of the registration team immediately upon arrival at the conference.

Delegates are not permitted to make their own video or audio recordings of any part of the event or use any photographs or videos for commercial purposes, unless they have Diabetes UK's permission.

Please note: other attendees at the conference (delegates, speakers, exhibitors and sponsors etc.) may also take photographs and videos. Diabetes UK accepts no responsibility in connection with the use of these photographs or videos.

9. Code of conduct

All attendees must comply with the rules and policies of the event venue, including health and safety regulations, and follow any reasonable instructions issued by Diabetes UK, Wonderly or venue staff. Behaviour must be respectful, professional, and lawful. Any conduct that risks bringing the Diabetes UK or the Professional Conference into disrepute may result in removal without refund. By registering for the conference, all participants agree to comply with Diabetes UK's Code of Conduct.

Delegates must not share any event content (including satellite symposia content) or access to such content with anyone else, in particular lay persons.

Delegates, including those sponsored or employed by pharmaceutical companies may not promote their sponsors and/or employers, or the products or services conducted by such sponsors and/or employers outside of their allocated exhibition stand (if relevant). This includes (without limitation) promotion by way of branded items, such as the wearing of branded clothing outside of the exhibition hall.

Canvassing for orders by delegates or any unauthorised person, including the display or distribution of materials, is strictly prohibited. Canvassing is only permitted by exhibitors (on their own stands), at sponsored satellite symposia (in agreement with Diabetes UK), via official promotion options and by authorised individuals.

Diabetes UK reserves the right, without any liability, to refuse a delegate access or eject them from the digital or in-person event for failure to comply with these Terms and Conditions; or if in Diabetes UK's opinion a delegate represents a security risk, nuisance or annoyance to the running of the event. Delegates agree to follow all Covid-19 related rules and requirements imposed by Diabetes UK or the event's venue, even where they go beyond Government guidelines.

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10. Data protection

Diabetes UK takes data protection and your privacy seriously. We will use the personal data you provide to us to process your registration and provide applicable conference updates and services. Delegates who do not wish to be included on this list should advise at the time of booking or in writing to diabetesuk@wonderly.agency

We may need to share your data with third parties working for us, such as the conference venue and security providers.

We will not provide or sell your personal data to other companies for marketing purposes without your agreement (see below for circumstances in which your information may be provided to sponsors or exhibitors).

Send you promotional materials relating to future Diabetes UK Professional Conferences

We will continue to keep in touch with you about our work and the different ways you can support us, including volunteering, working with our local groups or through financial support if you agree we can do so on your registration form.

Diabetes UK may make available to event sponsors, exhibitors and attendees a delegate list showing delegates' names, email address, job titles, organisation, profession, professional interest group and field of work as supplied when registering. You will only be included on the delegate list if you indicate on the registration form that you agree to this.

Please note that by allowing your badge to be scanned at the conference, either on exhibition stands or when attending satellite/sponsored symposia, you authorise the respective sponsor/exhibitor to access your profile and contact information (name, email address, job title, organisation, profession, professional interest group, and field of work as supplied when registering). If you do not wish to be contacted by third parties, do not allow your badge to be scanned.

Diabetes UK will not take responsibility for any personal information or data you choose to share with exhibitors or delegates.

You can find out more about how we use your information at www.diabetes.org.uk/privacy. You can change how you hear from us or ask us to stop communicating with you at any time diabetesuk@wonderly.agency

11. Third parties and group bookings

If you are booking on behalf of another person, you confirm that you are authorised by that person to make the booking, and that the person has confirmed their agreement to be bound by these Terms and Conditions. You acknowledge and agree that both you and the person for whom you are making the booking will be bound by these Terms and Conditions.

Diabetes UK reserves the right to modify these terms and conditions at any time.