



## **Terms and Conditions for Property Wealth Accelerator 2-Day Online Live Training Event**

These Terms and Conditions (“Terms”) govern the sale and delivery of the Property Wealth Accelerator 2-Day Online Live Training Event (“Event”) provided by **S Doran Ltd trading as Steve Doran Property Training**, a company incorporated in England and Wales under company number 13364886, with registered office at 167-169 Great Portland Street, 5th Floor, London, W1W 5PF. By purchasing access to the Event, you (“Client”, “you”, “your”) agree to be legally bound by these Terms.

### **1. Definitions and Interpretation**

1.1 In these Terms, unless the context otherwise requires, the following expressions shall have the meanings set out below:

#### **“Agreement”**

means the contract formed between S Doran Limited and the Client comprising these Terms and any documents referred to herein, created upon successful payment by the Client for the Event.

#### **“Business Day”**

means a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

#### **“Client”**

means the individual purchasing and/or attending the Event, who must be at least 18 years of age and purchasing in their own personal capacity and not as a business representative unless otherwise agreed in writing.

#### **“Company” / “S Doran Limited” / “we” / “us” / “our”**

means S Doran Ltd trading as Steve Doran Property Training, a company incorporated in England and Wales under company number 13364886, with registered office at 167-169 Great Portland Street, 5th Floor, London, W1W 5PF.

#### **“Confidential Information”**

means any information, in any form or medium, disclosed by one party to the other concerning the disclosing party’s business, affairs, customers, clients, suppliers, or operations, which is designated as confidential or would reasonably be regarded as confidential.

#### **“Content”**

means all materials, information, and data provided by or on behalf of S Doran Limited as part of the Event, whether live, written, digital or otherwise.

#### **“Event”**

means the two-day live online training event provided by S Doran Limited, including any associated content or materials provided during the delivery of that Event.

**“Fee”**

means the sum payable by the Client in consideration for access to the Event, being £82.50 plus VAT unless otherwise stated or amended in accordance with these Terms.

**“Force Majeure Event”**

means any act, event, omission, or accident beyond S Doran Limited’s reasonable control which prevents or delays its performance, including (without limitation) pandemics, epidemics, failures of telecommunications networks, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, or storm.

**“Intellectual Property Rights”**

means all intellectual property rights including, but not limited to, copyright, rights in inventions, patents, trademarks, trade names, domain names, rights in databases, rights in computer software, design rights, rights in confidential information (including know-how and trade secrets), and all other similar rights whether registered or unregistered, and including any applications to protect or register such rights and all renewals and extensions of such rights, in any part of the world.

**“Platform”**

means the third-party digital conferencing software through which the Event is delivered (e.g., Demio, Zoom, Microsoft Teams, or such other platform as S Doran Limited may reasonably determine from time to time).

**“Property Wealth Accelerator”**

means the live online training event delivered by S Doran Ltd trading as Steve Doran Property Training over two consecutive days, focused on property investment education. S Doran Ltd reserves the right to rename or rebrand the Property Wealth Accelerator Event at its sole discretion, provided such changes do not materially alter its core nature or purpose.

**“Refund Window”**

means the period between 09:00 and 17:30 UK time on Day 1 of the Event within which the Client may request a refund in accordance with clause 6 of these Terms.

**“VAT”**

means value added tax as defined in the Value Added Tax Act 1994 or any other similar tax from time to time replacing it or performing a similar fiscal function

**2. Our Agreement with You**

2.1 These Terms, together with any other information or documents referred to herein (including your Booking confirmation and receipt), form the basis of a legally binding agreement (“Agreement”) between you (“Client”) and S Doran Limited (“we”, “us”, “our”).

2.2 The Agreement comes into effect when:

- (a) you submit a Booking for the Event and make full payment of the Fee; and
- (b) we send you a written confirmation (typically by email) acknowledging your successful registration and acceptance onto the Event.

For the avoidance of doubt, this confirmation will constitute our acceptance of your offer to purchase access to the Event and forms the point at which a legally binding contract is created.

2.3 By placing your Booking and/or making payment, you confirm that:

- (a) you have read, understood, and agree to be bound by these Terms;
- (b) you are at least 18 years of age and are entering into the Agreement in your own personal capacity unless otherwise agreed in writing; and
- (c) you are not relying on any statements, representations, assurances, or warranties that are not expressly set out in these Terms or in writing from us.

2.4 We reserve the right to reject or cancel any Booking prior to confirmation at our absolute discretion. In such instances, we will notify you in writing and provide a full refund of any Fee paid.

2.5 If the Event includes any limited-time offers or eligibility criteria (including, for example, age, location, or attendance prerequisites), your participation may be subject to verification by us. We reserve the right to cancel any Booking made in breach of such requirements without refund if discovered after the Event has commenced.

2.6 Where there is a conflict or inconsistency between any documents forming part of the Agreement, the following order of precedence shall apply:

- (a) these Terms and Conditions;
- (b) any supplementary policies or notices expressly incorporated into the Terms (e.g., refund policy, privacy notice);
- (c) your Booking confirmation and receipt.

2.7 Each Booking is personal to the named Client. The Agreement may not be assigned, transferred, or sublicensed by you without our prior written consent.

2.8 We may assign or transfer our rights and obligations under this Agreement to another party provided that such assignment does not materially affect your rights under these Terms.

### **3. Event Description and Content**

3.1 Property Wealth Accelerator - 2-Day Online Live Training Event is a two-day online training seminar delivered by S Doran Limited via a third-party digital conferencing platform (the "Platform"), designed to provide property education and practical insight into investment strategies. The Event shall be delivered in English and take place on the scheduled dates specified at the time of Booking.

3.2 The Event is live and interactive in nature. It is not pre-recorded. Participation in the Event does not grant the Client access to any subsequent recordings, replays, or on-demand digital content unless expressly stated in writing by S Doran Limited.

3.3 We shall use reasonable care and skill in the delivery of the Event and shall make reasonable endeavours to deliver the Event in accordance with the general description available on our website and/or in any marketing literature or materials circulated prior to the date of the Event.

3.4 S Doran Limited reserves the right to vary the format, content, agenda, speaker line-up, or delivery structure of the Event at any time, without notice, provided that such changes do not materially diminish the overall quality of the Event as reasonably perceived by a typical participant.

3.5 For the avoidance of doubt:

- (a) we do not warrant the attendance of any specific speaker or contributor;
- (b) we may substitute speakers or adjust session topics at our sole discretion; and
- (c) any materials, outlines, or promotional statements are indicative only and do not constitute a contractual representation or guarantee of specific outcomes.

3.6 The Client acknowledges and agrees that all materials, concepts, case studies, examples, and data shared during the Event are for educational purposes only and shall not constitute investment advice, financial planning services, or regulated business activity under the Financial Services and Markets Act 2000. The Property Wealth Accelerator is an educational event based on real-world experience. All examples and testimonials shared reflect genuine outcomes from S Doran Ltd, its founder, and clients. However, individual results will vary and no guarantees of specific financial outcomes or results are made. All decisions and actions taken following the Event are the sole responsibility of the Client.

3.7 The Event is not tailored to the personal circumstances or investment readiness of any individual Client. It is the Client's sole responsibility to assess the suitability of the Event for their purposes prior to making a Booking. No assurance is given as to the specific learning outcomes or commercial benefit that may result from attending the Event.

3.8 We reserve the right to deliver the Event using any delivery technology or hosting solution we deem suitable, and to replace or update the Platform as required for operational, technical, or security reasons.

3.9 S Doran Ltd may offer optional enrolment into its Academy programme during or after the Event. Any such purchase is governed by a separate agreement, which will be presented at the point of enrolment. These Terms do not constitute a contract for Academy membership.

#### **4. Booking and Payment Terms**

4.1 All Bookings must be made through the designated registration process on our official website or an authorised sales platform. We will only accept a Booking once the full Fee (including VAT) has been received by us in cleared funds.

4.2 By submitting a Booking and making payment, you confirm that all information provided is accurate, complete, and up to date. It is your responsibility to inform us of any changes to your contact details or other relevant information prior to the Event.

4.3 The Fee for the Event is payable in full at the point of Booking. No place at the Event will be reserved or confirmed unless and until the Fee has been received by us.

4.4 All payments shall be made in pounds sterling (£) and inclusive of VAT at the prevailing rate unless stated otherwise. We reserve the right to increase the Fee to reflect changes in the VAT rate or other applicable taxes.

4.5 Payment must be made using one of the accepted payment methods made available to you at the point of Booking. We do not accept cash or cheque unless explicitly agreed in writing.

4.6 Upon successful Booking and payment, you will be issued a confirmation email and receipt. It is your responsibility to retain this receipt as proof of purchase and confirmation of your place at the Event.

4.7 You agree and acknowledge that the Fee relates to your attendance at the scheduled Event only. Your inability to attend or failure to access the Event (including for reasons related to your personal schedule, internet access, or device compatibility) shall not entitle you to a refund except in accordance with our stated refund policy.

4.8 If we identify an error in pricing or description of the Event during the Booking process and such error is obvious and unmistakable and could reasonably have been recognised by you as an error, we reserve the right to cancel the Booking and refund any amount paid in full.

4.9 All amounts due under this Agreement shall be paid in full without any deduction, set-off, counterclaim, or withholding (other than any deduction or withholding of tax as required by law).

4.10 We reserve the right to decline any Booking at our absolute discretion prior to issuing a confirmation. In such circumstances, any payment made by you will be refunded in full.

4.11 By submitting payment and registering for the Event, you expressly request S Doran Ltd to begin providing services immediately. You acknowledge that by accessing Day 1 of the Event, you waive your right to cancel under regulation 28(1)(h) of the Consumer Contracts Regulations 2013.

## **5. Price and VAT**

5.1 The Fee payable for access to the Event is £82.50 (eighty two pounds fifty pence sterling) plus VAT, unless stated otherwise at the point of Booking.

5.2 The total amount due, including applicable VAT at the prevailing rate, will be displayed to you clearly prior to completing your Booking. This amount shall be confirmed in your receipt upon successful payment.

5.3 All prices are quoted in pounds sterling (£). Where VAT is chargeable, it shall be added to the Fee at the prevailing rate and payable by you in addition to the base price of the Event.

5.4 S Doran Limited is a VAT-registered entity in the United Kingdom. VAT will be charged in accordance with UK law and HMRC regulations. If you require a VAT invoice, it is your responsibility to request one by contacting [info@stevedoran.co.uk](mailto:info@stevedoran.co.uk) following payment.

5.5 We reserve the right to vary the Fee for future events at our discretion. However, the Fee applicable to your Booking will not change once a Booking has been confirmed and payment has been accepted.

5.6 In the event that an administrative or system error results in the incorrect display of the Fee (whether under- or over-charged), we reserve the right to correct the error and, where appropriate, cancel the Booking and issue a full refund, or request further payment to reflect the correct Fee. We will notify you in writing in either case and provide you with a reasonable opportunity to confirm or cancel your Booking accordingly.

## **6. Refund and Rescheduling Policy**

6.1 The Event is priced at £82.50 plus VAT. You may be eligible for a refund subject strictly to the conditions set out in this clause. No refunds will be issued outside of these terms under any circumstances, and all refund decisions are final.

6.2 Refunds will only be considered where:

- (a) the Client has attended the entirety of Day 1 of the Event;
- (b) the Client submits a written refund request to ops@stevedoran.co.uk strictly between the hours of 09:00 and 17:30 (UK time) on Day 1 of the Event; and
- (c) the Client does not attend or access any part of Day 2 of the Event.

6.3 For the avoidance of doubt, attendance at or access to any portion of Day 2 (including joining the live session, viewing any shared content, or accessing event links or chat) will be treated as acceptance of the full Event and shall disqualify the Client from receiving a refund.

6.4 Refunds will be processed within 14 days of a valid request, using the original payment method, and subject to internal verification that all conditions have been met.

6.5 Clients are advised to ensure receipt of their refund request is acknowledged via email within the stated refund window. It is your responsibility to ensure that the request is correctly submitted on time and to the correct email address. No consideration will be given to refund requests sent outside the stated time period or to any other email address.

6.6 Where a Client is unable to attend the Event for any reason, and notifies us at least 24 hours prior to the Event's scheduled start time, we may, at our sole discretion, offer to reschedule the Client onto a future Event date of the same type. Rescheduling is subject to availability and the Client's request being made in advance. No reschedule will be offered after the Event has started or where no prior notice is given.

6.7 This refund policy constitutes an express variation of the default consumer right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, pursuant to regulation 28(1)(h), which disapplies the 14-day cooling-off period where services have begun with the consumer's consent and they acknowledged the right to cancel would be lost upon commencement.

6.8 Except as expressly stated in this clause, all Event fees are non-refundable and non-transferable.

6.9 No other grounds for cancellation, rescheduling, or refund (including non-attendance due to illness, travel issues, technical difficulties, or personal circumstances) will be considered valid unless required by law.

## **7. Cancellation and Rescheduling by You**

7.1 You are not entitled to cancel your Booking for the Event and receive a refund, except in the limited circumstances expressly set out in Section 6 of these Terms.

7.2 If you are unable to attend the Event, you may submit a request to reschedule your attendance to a future Event of the same type. Rescheduling is not guaranteed and is entirely at our discretion. We will consider such requests where:

- (a) you notify us in writing by email to ops@stevedoran.co.uk a minimum of 24 hours' before the scheduled start time of the Event you are due to attend; and
- (b) you provide your full name, contact details, and your reason for non-attendance.

7.3 If your request is accepted, we will offer you the opportunity to transfer your Booking to a future Event of the same type, subject to availability and provided that the alternative Event takes place within **twelve**

**(12) months** of the purchase date. We do not guarantee that future Events will be available or that a similar Event will be scheduled within this timeframe.

7.4 You may only request to reschedule a Booking **once**. Any further requests will be declined and your Booking will be deemed forfeited with no entitlement to refund or further deferral.

7.5 Requests to reschedule received **after the Event has started**, or made **without prior notice**, will not be considered. Accessing or attending any portion of the Event will be deemed full acceptance of the service and will invalidate your eligibility for rescheduling. Rescheduling is a discretionary policy and not a statutory entitlement.

7.6 Any approved rescheduled place is strictly **non-transferable** to another person unless otherwise agreed by us in writing in advance.

## **8. Cancellation or Rescheduling by Us**

8.1 We reserve the right to cancel, reschedule, or make reasonable changes to the Event at any time, including the format, speakers, agenda, content, or delivery platform, where such changes are necessary for operational, legal, or practical reasons. Any such changes will not entitle you to a refund unless otherwise stated in this clause.

8.2 In the unlikely event that we cancel the Event entirely for reasons within our reasonable control, we will offer you the choice of:

- (a) a full refund of the Fee paid; or
- (b) a transfer of your Booking to an equivalent Event at a future date, subject to availability.

8.3 If we are required to cancel or delay the Event due to circumstances outside our control, including but not limited to force majeure events (see Section 18), government restrictions, technical failures, or illness of key personnel, we will use reasonable efforts to notify you as soon as practicable. In such cases, you will be entitled to transfer your Booking to the next available equivalent Event. No refunds shall be issued under these circumstances.

8.4 We shall not be liable to you for any other costs, losses, or expenses (including travel, accommodation, or business interruption) incurred by you in connection with the cancellation, postponement, or amendment of the Event. We strongly recommend you avoid incurring non-refundable arrangements related to the Event.

8.5 We reserve the right to remove any participant from the Event, without refund, where we reasonably believe that individual is behaving in a disruptive, abusive, or otherwise unacceptable manner, or is in breach of these Terms. This includes unauthorised recording or distribution of Event content, or any conduct that may harm the Event experience for others.

## **9. Your Obligations and Conduct**

9.1 By booking and attending the Event, you agree to conduct yourself in a professional, respectful, and lawful manner at all times. You must not behave in a way that is disruptive, abusive, offensive, discriminatory, threatening, or otherwise inappropriate towards our staff, other participants, or third-party presenters.

9.2 You must ensure that you have the appropriate technical requirements to access the Event, including a stable internet connection, suitable device, and compatible software. We are not responsible for any inability to access the Event due to technical issues on your part.

9.3 You must not:

- (a) record, reproduce, broadcast, or share any part of the Event or associated materials without our prior written consent;
- (b) allow any third party to attend the Event in your place or access materials provided unless authorised by us in writing;
- (c) use Event content or materials for commercial purposes, training, or resale;
- (d) infringe any intellectual property rights of S Doran Limited or any third party in relation to the Event.

9.4 Any breach of this clause may result in your immediate removal from the Event, without refund, and we reserve the right to take further action including restriction of future access to any S Doran Limited services or legal proceedings, where appropriate.

9.5 You are responsible for maintaining the confidentiality and security of any access links, logins, or platform credentials issued to you. You must not share access details with any other person. You will be held liable for any misuse resulting from unauthorised sharing or disclosure.

9.6 You must not upload or transmit any content during the Event that is unlawful, defamatory, obscene, or otherwise objectionable, nor introduce viruses, malicious code, or disruptive elements into the Event platform or communication channels.

## **10. Eligibility and Age Restrictions**

10.1 S Doran Limited will use reasonable care and skill in delivering the Event, ensuring that the content, facilitation, and overall structure reflect the description provided at the point of sale and are delivered by appropriately experienced personnel.

10.2 We will make reasonable efforts to ensure the Event is delivered on the dates and times advertised and in a professional and engaging format via a reliable online platform.

10.3 We do not guarantee any specific results, outcomes, or financial return from your attendance at the Event. Testimonials are provided for illustrative purposes only. Results are not guaranteed and will vary depending on individual effort, circumstances, and market conditions.

10.4 While we aim to ensure continuity, we reserve the right to amend any aspect of the Event, including speakers, agenda, session content, delivery structure, or technology platform, provided that such changes do not fundamentally alter the nature of the Event.

10.5 We shall provide you with access instructions, joining links, and relevant materials in advance of the Event and will offer basic support to assist with access issues, provided these are reported in a timely manner.

10.6 We do not accept responsibility for any interruptions to the Event caused by factors outside our control, including internet outages, platform failures, or third-party service disruptions. We will take reasonable steps to resume or reschedule any interrupted session where possible, but such circumstances shall not entitle you to a refund or compensation.



10.7 Any Event materials or content provided are for informational and educational purposes only and do not constitute legal, tax, or financial advice. You should always conduct your own due diligence or consult with a professional adviser before acting on any information provided.

10.8 Nothing in this clause limits our obligations as a service provider under the Consumer Rights Act 2015. Where required by law, we will act to remedy any material failure in the delivery of the Event.

## **11. Intellectual Property Rights**

11.1 All intellectual property rights in the Event content, including but not limited to presentation slides, verbal delivery, recordings, written materials, templates, case studies, documents, and any accompanying resources (collectively, the “Materials”), are and shall remain the sole property of S Doran Limited or its licensors.

11.2 By attending the Event, you are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Materials solely for your personal, non-commercial use and strictly in connection with your participation in the Event.

11.3 You must not:

- (a) reproduce, distribute, broadcast, record, modify, translate, sell, sublicense, or publicly display any of the Materials;
- (b) use the Materials to deliver training to others;
- (c) remove or obscure any copyright, trademark, or other proprietary notices; or
- (d) share access links, downloads, or credentials with any third party.

11.4 Any unauthorised use of the Materials constitutes a breach of these Terms and may result in immediate removal from the Event, legal action, and a claim for damages, including an injunction to prevent further use.

11.5 Nothing in these Terms shall be construed as transferring to you any ownership of intellectual property rights in the Materials or any other content provided by S Doran Limited.

11.6 You acknowledge that breach of this clause may result in irreparable harm to S Doran Limited and agree that equitable remedies (including injunctive relief) may be sought in addition to any legal rights or remedies available.

## **12. Limitation of Liability**

12.1 Nothing in these Terms shall limit or exclude our liability for:

- (a) death or personal injury caused by our negligence;
- (b) fraud or fraudulent misrepresentation; or
- (c) any matter in respect of which it would be unlawful to limit or exclude liability.

12.2 Subject to clause 12.1, our total liability to you, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed the total Fee paid by you for the Event.

12.3 We shall not be liable to you for any:

- (a) loss of profit, loss of business, or business interruption;
- (b) loss of anticipated savings;

- (c) loss of goodwill or reputation;
- (d) loss or corruption of data or content;
- (e) indirect or consequential loss or damage; or
- (f) reliance on any guidance or content delivered at the Event as if it were legal, tax, financial or investment advice.

12.4 We provide the Event and all associated content for general informational and educational purposes only. You acknowledge and agree that all decisions made following the Event are your sole responsibility and undertaken at your own risk.

12.5 We shall not be responsible for any failure or delay in the performance of our obligations under these Terms due to events beyond our reasonable control (force majeure).

12.6 Except where otherwise required by law, all warranties, conditions, and other terms implied by statute or common law are excluded from these Terms to the fullest extent permitted.

### **13. Data Protection and Privacy**

13.1 S Doran Limited processes personal data in accordance with all applicable UK data protection laws, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003.

13.2 By registering for and attending the Event, you acknowledge that we will collect and process personal data including your name, contact details, booking information, payment details, and attendance status, for the purposes of delivering the Event, processing your Booking, administering any rescheduling or refund requests, and complying with our legal obligations.

13.3 We may also use your contact details to communicate with you about Event logistics, provide access instructions and follow-up information, and send you information about similar products and services. You may opt out of marketing communications at any time by clicking the unsubscribe link in our emails or contacting us directly.

13.4 We implement appropriate technical and organisational security measures to protect your personal data from unauthorised access, accidental loss, or unlawful processing. However, you acknowledge the inherent risks of transmitting data over the internet and agree that we cannot guarantee absolute data security.

13.5 Personal data will only be disclosed to third parties to the extent necessary for the performance of our services, such as payment providers, IT platform hosts, and customer service systems. All such third parties are subject to contractual obligations of confidentiality and data protection equivalent to those required by law.

13.6 Your personal data will not be transferred outside of the UK or the European Economic Area unless adequate safeguards are in place, and in full compliance with UK data protection law.

13.7 Our full Privacy Policy is available at [www.stevedoran.co.uk](http://www.stevedoran.co.uk) which explains in further detail how we collect, use, retain, and share your data. By agreeing to these Terms, you also agree to the terms of our Privacy Policy.

13.8 If you wish to access, update, or exercise any of your rights under data protection law (including your right to access your data, rectify inaccuracies, object to processing, or request deletion), please contact **ops@stevedoran.co.uk**. We will respond within the timeframe required by law.

#### **14. Termination**

14.1 We may terminate your access to the Event and this Agreement with immediate effect by written notice if:

- (a) you fail to make payment of any Fee when due;
  - (b) you breach any of these Terms and fail to remedy such breach (if capable of remedy) within 7 days of receiving written notice from us;
  - (c) you act in a manner which is disruptive, abusive, unlawful, or otherwise contrary to the integrity of the Event or the safety and experience of other participants;
  - (d) you commit any act of fraud, dishonesty, or misconduct in relation to your participation in the Event;
- or
- (e) we reasonably believe your continued attendance would be detrimental to our business, our staff, or other clients.

14.2 Where we exercise our right to terminate under clause 14.1, you shall not be entitled to any refund or credit and we shall have no further obligation to you.

14.3 You may terminate this Agreement by giving us written notice **prior to the start of the Event**, in which case the refund and rescheduling provisions in Section 6 shall apply.

14.4 Termination of this Agreement shall not affect any rights or liabilities of either party that have accrued prior to the termination date, including any rights to claim damages in respect of any breach.

14.5 Upon termination, you must immediately cease using any Materials, delete or return all confidential or proprietary content obtained through the Event, and not retain any copies in any form.

14.6 Any provision of this Agreement that is expressed or intended to survive termination shall remain in full force and effect, including but not limited to clauses concerning intellectual property, confidentiality, limitations of liability, and dispute resolution.

#### **15. Confidentiality**

15.1 For the purposes of these Terms, "Confidential Information" means any information, whether or not recorded in documentary form, relating to the business, products, services, customers, marketing, technical operations, finances, trade secrets, processes, know-how, or strategies of S Doran Limited that is not in the public domain, including all content delivered or shared during the Event.

15.2 You undertake that you shall keep all Confidential Information strictly confidential and shall not, without our prior written consent:

- (a) disclose any Confidential Information to any third party;
- (b) use any Confidential Information for any purpose other than your participation in the Event; or
- (c) make or retain any copies of Confidential Information in any form, other than as permitted for personal reference during the Event.

15.3 You may disclose Confidential Information only to your employees or professional advisers who need to know it for the purpose of participating in the Event, provided they are bound by equivalent obligations of confidentiality.

15.4 The obligations in this clause shall not apply to information that:

- (a) is or becomes public knowledge other than by a breach of this clause;
- (b) is required to be disclosed by law or by a court of competent jurisdiction or regulatory authority; or
- (c) is lawfully obtained by you from a third party without restriction.

## **16. Force Majeure**

16.1 For the purposes of these Terms, “Force Majeure” means any event or sequence of events beyond our reasonable control that prevents or delays us from fulfilling our obligations under this Agreement, including but not limited to: natural disasters, fire, flood, pandemic, epidemic, war, civil unrest, terrorism, acts of government or regulatory authority, industrial disputes, power or internet failure, or the illness or unavailability of key personnel or speakers.

16.2 We shall not be liable for any failure to perform, or any delay in the performance of, our obligations under these Terms caused by a Force Majeure event. Our obligations shall be suspended for the duration of the Force Majeure event.

16.3 If a Force Majeure event occurs that materially impacts our ability to deliver the Event, we will:

- (a) contact you as soon as reasonably practicable to inform you of the delay or cancellation; and
- (b) use reasonable endeavours to offer you a rescheduled Event or suitable alternative, but without obligation to issue any refund except as provided under clause 8.2.

16.4 If the Force Majeure event continues for a period of more than **10 Business Days**, and materially prevents us from delivering the Event, either party may terminate the Agreement by giving no less than **seven (7) days’** written notice. In such case, we may offer a refund or alternative event at our sole discretion, subject to pro-rata calculations and reasonable deductions.

16.5 Nothing in this clause shall relieve you from your payment obligations under these Terms unless we confirm otherwise in writing.

## **17. Assignment and Subcontracting**

17.1 You may not assign, transfer, charge, or otherwise deal in any of your rights or obligations under this Agreement without our prior written consent. Any such attempt shall be void and of no effect.

17.2 Your Booking is personal to you. You may not substitute another individual to attend the Event in your place without our express prior written agreement.

17.3 We may assign, transfer, novate, or subcontract any of our rights and obligations under these Terms to another entity or individual without notice to you, provided that such assignment does not reduce your rights or remedies under this Agreement.

17.4 Where we subcontract any part of our obligations under this Agreement, we shall remain responsible for the acts or omissions of any subcontractor as if they were our own.

## **18. Entire Agreement**

18.1 These Terms, together with any Booking confirmation, receipt, and any documents expressly incorporated by reference, constitute the **entire agreement** between you and S Doran Limited in relation to the Event and supersede all prior agreements, negotiations, understandings, representations, and communications, whether oral or written.

18.2 You acknowledge that you have not relied on any statement, promise, warranty, or representation made or given by or on behalf of S Doran Limited which is not expressly set out in these Terms.

18.3 Nothing in this clause shall limit or exclude any liability for fraud or fraudulent misrepresentation.

## **19. Third Party Rights**

19.1 A person who is not a party to this Agreement shall have no rights under the **Contracts (Rights of Third Parties) Act 1999** to enforce any of its terms.

19.2 This clause does not affect any right or remedy of any third party which exists or is available apart from that Act.

## **20. Governing Law and Jurisdiction**

20.1 These Terms and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or their subject matter or formation shall be governed by and construed in accordance with the **laws of England and Wales**.

20.2 The parties irrevocably agree that the **courts of England and Wales** shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these Terms or their subject matter or formation.

## **21. Complaints and Dispute Resolution**

21.1 We are committed to delivering a high standard of service. If you are dissatisfied with any aspect of the Event or your experience with S Doran Limited, you may raise a complaint in writing by email to **ops@stevedoran.co.uk**, clearly stating the nature of your concern and including any relevant supporting information.

21.2 All complaints must be submitted within **seven (7) days** of the Event's conclusion. We may not consider complaints submitted outside this timeframe unless there are exceptional circumstances.

21.3 Upon receipt of a complaint, we will acknowledge it within **two (2) Business Days** and aim to provide a full written response within **ten (10) Business Days**. Where additional time is required to investigate, we will notify you of the delay and the anticipated response date.

21.4 We will make reasonable efforts to resolve all complaints promptly and fairly. However, resolution may be limited to the remedies explicitly provided for under these Terms.

21.5 If a dispute arises and cannot be resolved through our internal complaints process, both parties agree to attempt to resolve the dispute through good-faith negotiation before commencing any formal legal proceedings.

21.6 Nothing in this clause shall prevent either party from seeking immediate legal or equitable relief (including injunctive relief) where necessary to protect its interests or enforce its rights.

## **22. Recording and Use of Likeness**

22.1 The Event may be recorded by S Doran Limited, including audio, video, and screen content, for purposes including but not limited to internal training, quality assurance, product development, or promotional and marketing activities.

22.2 By registering for the Event, you acknowledge and consent to the Event being recorded and your name, voice, image, and written contributions being used by S Doran Ltd for training and promotional purposes, in accordance with these Terms.

22.3 You grant S Doran Limited a royalty-free, perpetual, irrevocable, worldwide licence to use, reproduce, distribute, and publicly display your likeness and contributions from the Event in any media now known or later developed, solely in connection with the legitimate business activities of S Doran Limited.

22.4 If you do **not** wish to be recorded or have your image or name appear in any post-Event materials, you must notify us in writing in advance by emailing **ops@stevedoran.co.uk**, and take reasonable steps to disable your camera and microphone and avoid participation in public chat functions during the Event.

22.5 S Doran Limited will not attribute your name to any published material derived from the Event without your express permission, except where such information was made publicly available by you during the Event.

22.6 All Event recordings remain the sole intellectual property of S Doran Limited and may not be copied, shared, or distributed by you under any circumstances.