



# Neuroblastoma Parent Symposium 2025

 By Solving Kids' Cancer UK

## Terms and conditions

This document sets out event terms and conditions for all delegates, whether attending online or in-person. Delegates must read and adhere to the terms and conditions relevant to the capacity in which they are attending the event, and whether attending online or in person.

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### For all delegates (whether attending online or in person)

- Solving Kids' Cancer UK is committed to providing a safe, welcoming, and respectful environment for all delegates attending online and in person and expects all those participating in the event to work together to achieve this.
- Solving Kids' Cancer UK operates a strictly zero tolerance policy towards offensive, obscene, or inappropriate communication and behaviour. We reserve the right to take any action deemed necessary in response to unacceptable conduct, including immediate removal from a session or the event without warning.
- Any photographs or screenshots taken of slides or presentations during sessions must be for personal use only.
- Personal details provided by delegates are used for the purposes of administering and running this event and developing it for future years. Some personal information will also be shared with the venue as necessary, including to adhere to health and safety procedures and to ensure specific provisions. Solving Kids' Cancer UK will always keep delegate personal information safe and will never share it with third parties for their own purposes. For more information, please see Solving Kids' Cancer UK's [privacy notice](#).
- Solving Kids' Cancer UK reserves the right to add to or waive any of these terms and conditions, or to cancel the event at any stage, in the event of circumstances arising beyond its reasonable control.
- English law applies and the English courts shall have exclusive jurisdiction over any proceedings in connection with this event.
- Event Organiser: Solving Kids' Cancer UK, Units 02-03, Salisbury House, 29 Finsbury Circus, London, EC2M 7AQ.

## **For all delegates attending in person**

- Closing date for in person registration is Friday 31 January 2025 or when the event is fully booked, whichever date is earlier.
- Delegates who wish to register after the closing date will need to notify Solving Kids' Cancer UK directly and will be offered a place subject to availability only.
- We hope to be able to provide a place for everyone who registers. We do however reserve the right to offer places based on need if demand requires.
- All delegates are responsible for arranging and paying for their transport to and from the event.
- Attendance as a delegate at Symposium sessions include the provision of refreshments and lunch.
- Solving Kids' Cancer UK will always aim to accommodate dietary, access and other requirements. Please ensure that you inform Solving Kids' Cancer UK of any specific requirements on your registration form, or by emailing [marie@solvingkidscancer.org.uk](mailto:marie@solvingkidscancer.org.uk) at least four weeks prior to the event where possible.
- Delegates must not take photographs or videos of children or young people other than of their own children without parent/guardian consent. Any photos taken of anyone in attendance at the event, must not be shared with others or shared online without the express permission of the individuals therein or their parent/guardian where relevant.
- All adult delegates who attend this event, grant Solving Kids' Cancer UK the right to take and use any photographs or video footage of them at/during the event for the following purposes (this is not an exhaustive list); website, social media, PR content, print and online, editorial, advertising and advertorial content, media, online and educational, or to promote the event or other charitable initiatives. To opt out, please email [marie@solvingkidscancer.org.uk](mailto:marie@solvingkidscancer.org.uk) or let a member of the team know during the event.
- Strictly no alcohol is allowed to be brought onsite. Any alcohol purchased at the onsite bar is at delegates' own expense.
- Registered delegates who are unable to attend the event, must inform Solving Kids' Cancer UK as soon as possible by emailing [marie@solvingkidscancer.org.uk](mailto:marie@solvingkidscancer.org.uk) so that places can be re-allocated to anyone on the waiting list.

## **For parent, family or survivor delegates attending in person**

- We limit places per family to up to two adults (plus any children) to help ensure we can accommodate all those who would like to come along. Families can express interest for additional adults on their registration form and we will be in touch by Friday 7 February 2025 to confirm any additional places subject to availability.
- Solving Kids' Cancer UK can accept a small delegation of families from outside the UK and Ireland and places will be allocated based on need. We will notify you by Friday 7 February 2025 to confirm places subject to availability.
- Every endeavour will be made to provide accommodation where requested, but accommodation is available on a first come, first served basis. Overnight accommodation includes the provision of dinner and breakfast.
- Delegates staying overnight must provide a credit/debit card upon check-in to pay for any incidentals and provisions not provided by Solving Kids' Cancer UK, including any room service.

- Family bedrooms at the venue are limited in number, so these rooms will be allocated at the discretion of the venue. Some families may be split over two or three rooms, depending on party size. In such cases, the venue will endeavour to allocate rooms that are close to each other.
- Childcare (and entertainment) is provided for children under 16 years of age throughout the Symposium programme and during the Gala dinner on Saturday evening. You must notify us in advance on your registration form, or by emailing [marie@solvingkidscancer.org.uk](mailto:marie@solvingkidscancer.org.uk) if you would like to register children to attend childcare.
- Children (under the age of 18) attending the event but not registered to attend childcare, and all children outside the hours of childcare provision, are the sole responsibility of their parent(s)/guardian(s).
- If any child requires medication to be administered onsite, this is the sole responsibility of the accompanying parent(s)/guardian(s). Neither the professional childcare team nor Solving Kids' Cancer UK will be responsible for administering medication to children. Any medication brought onsite that needs refrigerating can be stored in a communal fridge and must be clearly marked with a child's full name and their parent(s)/guardian(s) contact details. Any medication stored in the communal fridge is done at the owner's own risk.
- Parents/guardians who give Solving Kids' Cancer UK consent to take and use photographs and video footage of their child/children at the event, grant Solving Kids' Cancer UK the right to use the photographs and filming for the following purposes to help achieve its charitable objectives (this is not an exhaustive list): Solving Kids' Cancer UK's website, social media, printed and online publicity, marketing materials, press releases, funding applications or proposals and publicity. Parents/guardians can withdraw consent at any time by emailing [info@solvingkidscancer.org.uk](mailto:info@solvingkidscancer.org.uk) and Solving Kids' Cancer UK will stop using the photos or videos and remove them from locations displayed as far as is practicably possible. Parents/guardians understand that Solving Kids' Cancer has no control over the distribution and use of photos and videos after they have been used online.
- Parents/guardians confirm that they have parental responsibility for each child they register to attend the event with them. For any variation on this, [marie@solvingkidscancer.org.uk](mailto:marie@solvingkidscancer.org.uk) must be contacted in advance of registering.

### **For healthcare professional delegates paying to attend in person**

- Places are provided to healthcare professionals working in support of children affected by neuroblastoma on a first come first served basis, and Solving Kids' Cancer UK reserves the right to prioritise delegates affected by neuroblastoma if demand for places requires.
- The fee for healthcare professionals (who are not speakers at the event) is £120 to attend Saturday, £80 to attend Sunday or £150 to attend both days. The fee includes attendance at all sessions in the main conference room, refreshments and lunch. Fees do not include overnight accommodation, dinner or breakfast.
- Solving Kids' Cancer UK will issue an invoice for fees following receipt of a registration form. Invoices must be settled within 30 days or before the event, whichever date is earlier.
- Solving Kids' Cancer UK has a limited number of bursary places available for healthcare professionals who would otherwise not be able to attend, and healthcare professionals can request to be considered for a bursary place on the registration form. Solving Kids' Cancer UK reserves the right to grant bursary places at its complete discretion.