

Terms and conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

This policy applies on and from 6th August 2019.

Terms of website use

This document (together with the documents referred to within it) outlines the terms on which you may make use of our website [www.officialvet.com] (our site). Use of our site includes accessing, browsing, or purchasing a product on our site.

Please read these terms of use carefully before you start to use our site, as these will apply to your use of our site.

By using our site, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms of use, you must not use our site.

Other applicable documents

These terms of use refer to the following additional documents, which also apply to your use of our site:

1. Our [Privacy Policy](#), which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
2. Our [Cookie Policy](#), which sets out information about the cookies on our site.

Information about us

The [www.officialvet.com] site and the OV Conference event are operated and organised by Improve International Limited ("we/the Organiser"). We are a private limited company registered in England and Wales under company number 03568194 and have our registered office and main trading address at Alexandra House, Whittingham Drive, Wroughton, Swindon, Wiltshire, SN4 0QJ. Our VAT number is 100 1348 86.

Changes to these terms

We may revise these terms of use at any time by amending this page.

We will update the version number and date of this document each time it is changed. Please check this page from time to time to take notice of any changes we may have made, as they are legally binding.

Changes to our site

We may update our site from time to time, and may change the content at any time. However, please note that any of the content on our site may be out of date at any given time, and we are under no obligation to update it.

We do not guarantee that our site, or any content on it, will be free from errors or omissions.

Accessing our site

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. Access to our site is permitted on a temporary basis. We may suspend, withdraw, discontinue or change all or any part of our site without notice. We will not be liable to you if for any reason our site is unavailable at any time or for any period.

You are responsible for making all arrangements necessary for you to have access to our site.

Data collection

In accordance with our Privacy Policy we shall collect and process your information for the purpose of providing you with the product you are purchasing. We require, in order to provide the product, the following information:

1. Name, job title, company/practice name
2. Contact information including address, telephone and email address
3. Demographic information such as postcode
4. Payment details

In order to deliver the purchased product, we, as the Organiser, are required to securely share the personal data provided at the time of purchase with an approved contractor, who will act in accordance with the Privacy Policy. Unless you have expressed your consent, the contractor and Organiser will not store or use your data for any other purpose than delivering the purchased product.

With your consent, your name, job title, company and email address will be shared with exhibitors at the Conference. You will be issued with a bar-coded name badge on entry to the event. Allowing exhibitors to scan this bar code demonstrates consent for your details to be shared and for exhibitors to then contact you about products and services.

We will ensure that, where relevant, contractual safeguards are implemented to ensure the protection of your personal data when disclosing your personal data to a third party.

Intellectual property rights

The entire content included in this site, including but not limited to text, graphics or code and any downloads from the site are protected by copyright, and are the property of Improve International Ltd. All rights reserved.

You are responsible for complying with all applicable copyright laws. Permission is granted to electronically copy and print hard copy portions of this site as necessary incidental acts during your viewing of it and for the sole purposes of placing an order with Improve International Ltd or using Improve International Ltd services. You may display and, subject to any expressly stated restrictions or limitations relating to specific material, download or print portions of the material from the different areas of the site solely for your own non-commercial use, or to place an order with Improve International Ltd. Any other use, including but not limited to the reproduction, distribution, display or transmission of the content of this site is strictly prohibited, unless authorised by Improve International Ltd. You may not frame this site nor link to a page other than the home page without our express written permission. You further agree not to change or delete any proprietary notices from materials downloaded from the site.

Warranty disclaimer

This site and the materials and products on this site are provided "as is" and without warranties of any kind, whether express or implied. To the fullest extent permissible pursuant to applicable law, Improve International Ltd disclaims all warranties, express or implied, including, but not limited to, implied warranties of satisfactory quality or fitness for a particular purpose and non-infringement. Improve International Ltd does not represent or warrant that the functions contained in the site will be uninterrupted or error-free, that any defects will be corrected, or that this site or the server that makes

the site available are free of viruses or other harmful components. Improve International Ltd does not make any warranties or representations regarding the use of the materials on this site in terms of their correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. Some territories do not permit limitations or exclusions on warranties, so the above limitations may not apply to you.

Limitation of liability

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to our site or any content on it, whether express or implied.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

1. use of, or inability to use, our site; or
2. use of or reliance on any content displayed or materials referred to on our site.

In particular, we will not be liable for:

1. loss of profits, sales, business, or revenue;
2. business interruption;
3. loss of anticipated savings;
4. loss of business opportunity, goodwill or reputation; or
5. any indirect or consequential or special loss or damage.

This will be the case, even if we have been advised of the possibility of such loss or damage.

We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any content on it, or on any website linked to it.

We assume no responsibility for the content of websites linked on our site. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.

Typographical errors

In the event that an Improve International Ltd product is mistakenly listed at an incorrect price, Improve International Ltd reserves the right to refuse or cancel any orders placed for products listed at the incorrect price. Improve International Ltd reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit or debit card charged. If your credit or debit card has already been charged for the purchase and your order is cancelled, Improve International Ltd shall issue a credit to your credit or debit card account in the amount of the incorrect price.

Termination

These terms and conditions are applicable to you upon your accessing the site and/or completing the purchase process. These terms and conditions, or any part of them, may be terminated by Improve International Ltd without notice at any time, for any reason. The provisions relating to Intellectual property rights, Trademarks, Warranty disclaimer, Limitation of liability, Indemnification and Miscellaneous shall survive any termination.

Notice

Improve International Ltd may deliver notice to you by means of email, a general notice on the site, or by other reliable method to the address you have provided to Improve International Ltd.

The OV Conference event

The Organisers reserve the right to make alterations to the Conference programme, venue and timings. In the event of it being found necessary, for whatever reason, that the Conference is postponed or the dates changed, the Organisers shall not be liable for any expenditure, damage or loss incurred by you. In the event that, for whatever reason, the Conference is postponed or the dates are changed, the Organiser will make every reasonable effort to inform you ahead of time. If by re-arrangement or postponement the Conference can take place, the booking between you and the Organisers shall remain in force.

Views expressed by speakers at the Conference are their own. The Organisers will not accept liability for advice given, or views expressed, by any speaker at the Conference or in any material provided to you.

For promotional purposes, there may be a professional photographer and video production taking place during the event. If you do not wish to be filmed or recorded it is your responsibility to advise the Organisers and speak to the photographer during the event.

Advertising and promotion of external companies during the Conference is only permitted through the official sponsorship and exhibition packages. Distributing promotional material and/or approaching other delegates and exhibitors with the intention of sales or promotion is prohibited. The Organisers reserve the right to ask any delegate seen doing so to leave. If you are approached by another delegate trying to sell to you whilst at the Conference, please inform the Organisers and we will handle the matter discreetly and in confidence.

Refund policy

You have the right to cancel any purchase made from this site, for a full refund, at any time before the 1st of September 2019 (01/09/2019). After this date, purchases and bookings are not refundable.

If you wish to cancel a purchase and/or booking, please contact enquiries@improve-ov.com or call 0330 202 0380.

Miscellaneous

Any cause of action or claim you may have with respect to the site (including but not limited to the purchase of Improve International Ltd products) must be commenced within one (1) year after the claim or cause of action arises. Improve International Ltd's failure to insist upon or enforce strict performance of any provision of these terms and conditions shall not be construed as a waiver of any provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any of these terms and conditions. Improve International Ltd may assign its rights and duties under this Agreement to any party at any time without notice to you.

Use of site

Harassment in any manner or form on the site, including via email, chat, or by use of obscene or abusive language, is strictly forbidden. Impersonation of others, including an Improve International Ltd or other licensed employee, host, or representative, as well as other members or visitors on the site is prohibited. You may not upload to, distribute, or otherwise publish through the site any content which is libellous, defamatory, obscene, threatening, invasive of privacy or publicity rights, abusive, illegal, or otherwise objectionable, which may constitute or encourage a criminal offence, violate the rights of any party or which may otherwise give rise to liability or violate any law. You may not upload

commercial content on the site or use the site to solicit others to join or become members of any other commercial online service or other organisation.

Indemnification

You agree to indemnify, defend, and hold harmless Improve International Ltd, its officers, employees, agents, licensors and suppliers from and against all losses, expenses, damages and costs, including reasonable attorneys' fees, suffered or incurred, resulting from any violation or breach of these terms and conditions or any activity related to your account (including negligent or wrongful conduct) by you or any other person accessing the site using your Internet account.

Third-party links

In an attempt to provide increased value to our visitors, Improve International Ltd may link to sites operated by third parties. However, even if the third party is affiliated with Improve International Ltd, Improve International Ltd has no control over these linked sites, all of which have separate privacy and data collection practices, independent of Improve International Ltd. These linked sites are only for your convenience and therefore you access them at your own risk. Nonetheless, Improve International Ltd seeks to protect the integrity of its website and the links placed upon it and therefore requests any feedback on not only its own site, but for sites it links to as well (including if a specific link does not work).

Viruses

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programs and platform in order to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack. Such action may be a criminal offence. In the event of such a breach, your right to use our site will cease immediately.

Applicable law

These terms of use, its subject matter and its formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

Trademarks

The OV Conference name and logo and the Improve name and logo are registered trademarks of Improve International Ltd. All other trademarks, product names, and company names or logos used in this website are the property of either their respective owners or Improve International Ltd. No permission or licence (whether express or implied) is hereby granted regarding the use of any such trademarks, product names, logos or titles, and such use may constitute infringement of the holder's rights.

Contact us

To contact us, please email enquiries@improve-ov.com or call us on **0330 202 0380**.

End of terms and conditions.

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