

Royal Television Society

Terms of business

This page tells you the terms and conditions on which we supply to you any of the goods or services (such as membership subscriptions and bookings for courses, conferences or events) listed on the website and in other literature published by the Royal Television Society.

Please read these terms and conditions carefully before ordering any goods or services from us. By clicking "Accept" you are confirming that you have read and understood these terms, and that you agree to be bound by them. We recommend you print a copy of these terms (or save them to your hard drive) for future reference.

In these terms:

"our, us, we, RTS" means Royal Television Society; and

"you, your" means the person ordering goods or services; and

"RTS Enterprises" means Royal Television Society Enterprises Limited.

Agreement

No contract will exist between us and you until we have received full payment from you and have either (i) given you a written/emailed acceptance of your order or (ii) supplied (or started to supply) the goods or services you have ordered, whichever is the sooner. We reserve the right to decline any order.

You may pay by MasterCard, Visa Debit, Visa Delta, Visa, Maestro/Switch. For membership subscriptions, you may also pay by direct debit.

Upon payment, you will receive an email from us acknowledging your order. Please note this email will not constitute acceptance of your order unless it specifically says so in the email.

In the case of certain goods and services as specified on the site, we are receiving your order on behalf of RTS Enterprises, and it will be RTS Enterprises that accepts (or declines) your order.

1) Prices

The prices of any goods or services will be as set out on our website or literature at the time you place the order. All prices are inclusive of VAT where applicable.

Delivery costs in relation to goods may also be charged, and we will inform you of any delivery costs during the ordering process.

Prices as set out on our website or literature are liable to change at any time, but changes will not affect orders which we have already accepted.

2) Delivery of goods

Subject to availability, we will deliver all goods within 28 days of your placing your order. If we are unable to meet this timescale (for example, goods are unavailable) then we will notify you of this and provide you with a revised timescale. Your right to cancel (see below) will apply in these circumstances should you wish to do so.

All goods will be at your risk from the time of delivery.

3) Provision of services

If any services you order are, or become, unavailable (for example, if a conference, course or event is fully booked, or is cancelled) then we will inform you by email or telephone. We will provide a full refund of all money received from you in respect of those services, but we will have no further liability to you in respect of any cancellation.

4) Your right to cancel

(a) Membership subscriptions

You may cancel any order for a membership subscription at any time within the period of seven working days commencing on the day after we accept your order. In those circumstances we will give you a full refund of your membership fee.

To cancel your membership subscription, please contact us at: Membership Office Royal Television Society, 3 Dorset Rise, London EC4Y 8EN, or email membership@rts.org.uk

Please note that after the seven-day cancellation period referred to above, membership subscription payments are then non-refundable.

(b) Conferences, courses and events

In respect of bookings for Society meetings and events all payments made for tickets are non-refundable.

In respect of the bookings for the Annual Conferences (Cambridge and London) and awards ceremonies we shall refund your payment, less a cancellation charge of 10% if your notice of cancellation is made more than eight weeks before the date of the event or 20% if your notice of cancellation is made no more than eight weeks before the event.

(c) Goods

You may cancel an order for any goods at any time from placing the order until they are dispatched.

To cancel a contract for goods, you must inform us by writing to: Royal Television Society, 3 Dorset Rise, London EC4Y 8EN, or by email at events@rts.org.uk

5) Privacy

Our privacy policy will apply to all information you provide to us in relation to any order. By accepting these terms you confirm you agree to the terms of our privacy policy.

6) Faulty goods

If a fault develops with any goods within six months of your receiving them, then please return the goods to us together with written details of the fault. If an inspection of the goods confirms that they are faulty then we shall replace the goods, or provide a full refund.

If the goods are not faulty but have been damaged by misuse (or any other cause outside our control), then we will return the goods to you upon your paying us our reasonable postage and packing costs.

The provisions of this paragraph are in addition to your statutory rights.

7) Applicable law

These terms are governed by English law, and you and we each agree to be subject to the non-exclusive jurisdiction of the English courts