

# Completely Retail Marketplace

## [London] Events

### General Terms and Conditions

*Your attention is particularly drawn to the provisions of clauses 6 (Cancellations and Changes) and 18 (Limitation of Liability)*

#### 1. The Completely Retail Marketplace [London] Event

1.1 The Completely Retail Marketplace [London] Event (the **Event**) will take place on Tuesday 30<sup>th</sup> April 2024 and Tuesday 24<sup>th</sup> September 2024 at Old Billingsgate Market, 1 Old Billingsgate Walk, London EC3R 6DX (the **Venue**) between the hours of 8.00am and 7.30pm.

Your data will be captured and processed by our third-party provider, EventsCase. When registering or purchasing a ticket for an event, all of your account information entered into EventsCase will be available to the event organiser. The only information available to other attendees will be through the delegate list, accessed only by those registered to attend the event. The information shared is:

First/Last Name, Company Name, Your Role (if provided) and Ticket Category

You can make your profile private if you do not wish to be visible to other delegates. Please note: if your profile is private, other attendees will not be able to arrange meetings with you and you will not appear on the delegate list.

1.2 The Event is open to agents, landlords and occupiers (normally retailers) and various booking options are available depending on whether they wish to attend as:

- 1.2.1 **Sponsors** – See Appendix 1;
- 1.2.2 **Exhibitors** - See Appendix 2; or
- 1.2.3 **Delegates** - See Appendix 3.

1.3 Further details about the Event can be found in the Event Manual which will be available to delegates and exhibitors 8 weeks prior to the event.

#### 2. About Us

2.1 The Event is operated by Completely Events Ltd a company registered in England and Wales with Company Number (08325177) and whose registered office is at 51-53 High Street, Guildford, GU1 3DY (the **Organiser, our, we, us**).

2.2 Our VAT number is 209 0134 48.

2.3 We operate the website [crmarketplace.com](http://crmarketplace.com) (the **Website**).

2.4 We are an independently owned event management business.

#### 3. How to Contact Us

3.1 To contact us, telephone us on +44 (0) 1483 238924 or email us at [info@completelyevents.com](mailto:info@completelyevents.com) How to give us formal notice of any matter under the contract is set out in clause 21.

#### 4. How to Make a Booking

4.1 Booking requests can be made:

- 4.1.1 In-person, via email or by telephone; and

and such requests constitute an offer by the client named in the booking request as the party requesting the booking (**Client, you, your**) subject to these Terms and Conditions (**Terms**).

4.2 Booking requests will only be deemed accepted when we confirm acceptance in writing at which point and on which date the contract (**Contract**) between the Client and Us will come into existence.

4.3 Please note all bookings are strictly at our discretion and subject to availability.

4.4 Any samples, drawings, descriptive matter, or advertising issued by us, and any descriptions or illustrations contained in our catalogues, brochures or on our website are issued or published for the sole purpose of giving an approximate idea of the Event, stands, space and/or services described in them. They will not form part of the Contract or have any contractual force.

4.5 Please note that all Clients and those attending the Event as their representatives/delegates (**Delegates**) must be aged 18 years or over at the date of the Event.

## 5. These Terms

5.1 These Terms apply to the Contract to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by law, trade, custom, practice or course of dealing.

5.2 Most of the Terms are relevant to all Contracts but **Part B** only applies to those Clients taking an Exhibitor Package for the Event (**Exhibitors**) and/or Sponsorship Package for the Event (**Sponsors**).

5.3 It is the responsibility of the Client to ensure that all of its Delegates are aware of these Terms and comply with them at all times. The Client will be liable to us for any breaches by its Delegates.

## 6. Cancellations and Changes

6.1 Bookings are generally non-transferable but at our discretion, we may agree to transfer bookings for instance if you wish to transfer a Delegate Pass to another of your employees.

6.2 If you wish to make a change to your booking, let us know as soon as possible and we will confirm if it is possible, and any implications associated with your requested changes (such as changes to our charges. We are not obliged to agree to any requested changes.

6.3 If you wish to cancel your booking no credits or refunds will apply.

6.4 If we cancel, suspend or postpone the Event we will let you know as soon as reasonably possible and:-

6.4.1 If it is for another reason then we will give you the option of a transfer or credit for a future event or a refund. If the reason for the cancellation, suspension or postponement is an act or event outside of our reasonable control we may deduct from such refund (or requirement payment) for any expenses we have incurred in relation to the booking/Event prior to the cancellation. Any refunds will be payable within 90 days of our receiving your request.

6.5 We reserve the right to change the Venue for the Event and if this happens, we will give you as much notice of the change as reasonably possible in the circumstances.

6.6 We will not be liable to you for travel, accommodation, or other costs you incur where we cancel, suspend, postpone, or relocate the Event.

## 7. Charges

7.1 Our charges for your booking will be as set out in:

7.1.1 Appendix 1 for Sponsors;

- 7.1.2 Appendix 2 for Exhibitors; and
- 7.1.3 Appendix 3 for Delegates;

unless we agreed otherwise with you during the booking process.

7.2 During the booking process, we ask for certain information so we can determine the appropriate charges. If the wrong information is provided (for instance a booking is made on the basis that you are an occupier when you are an agent) then we reserve the right to amend the booking accordingly and invoice you for any additional charges which would have been charged should the correct information have been provided (such invoices will be payable on demand).

7.3 All charges are exclusive of VAT which will be payable in addition to the prescribed rate.

## 8. Payment

8.1 Where you have booked on the Website you can pay by card or bank transfer during the checkout process (the bank transfer option will be removed from the site 3 weeks prior to the event and all payments must be made by card). If the Event is scheduled to take place more than 30 days after the invoice date then you must pay the invoice in full in cleared funds within 30 days of the invoice date but in all other cases, payment must be made in full and in cleared funds on receipt of the invoice.

8.2 Time is of the essence for payment.

8.3 Invoice payments can be made either by credit or debit card, AMEX (card charges may apply), bank transfer or cheque made payable to 'Completely Events Ltd'. For bank transfers, funds should be transferred directly to the following bank account: Lloyds TSB - Account Number: 59293160 - Sort Code: 30-94-77 - Account: Completely Events Ltd

8.4 Please quote our invoice number and the Client's name as a reference.

8.5 If paying an invoice by bank transfer within 7 days of the Event start date please email a copy of the remittance advice to [info@completelyevents.com](mailto:info@completelyevents.com) in order to complete the booking. Please ensure that the Client's name, organisation and invoice number (if known) are clearly stated.

## 9. Late Payment

9.1 If you fail to make a payment due to us under the Contract by the due date, then without limiting our other remedies, we may:

- 9.1.1 Charge you debt recovery costs and interest. Interest will accrue on the overdue sum each day from the due date for payment of the overdue sum, whether before or after judgement at 4% a year above the Bank of England base rate from time to time but at 4% a year for any period when that rate is below 0%;
- 9.1.2 Refuse you and your Delegates admittance to the Event (including refusing you access to your stand if you are an Exhibitor) (at our discretion we may permit admittance where payment is made by credit/debit card on the day of the Event);
- 9.1.3 Use any stand allocated to you pursuant to the Contract in such a way as we think fit;
- 9.1.4 Exclude you and your Delegates (as applicable) from:
  - A) Any promotional materials for or at the Event including the Event Guide, Delegate List and advertising/marketing materials or collateral; and/or
  - B) Accessing the delegates portal (see clause 14); and/or
- 9.1.5 Terminate the Contract.

## 10. Conduct

10.1 You and your Delegates must at all times:-

- 10.1.1 Comply with such health & safety, security and other policies issued from time to time by us and the owner/lessee of the Venue;
- 10.1.2 Conduct themselves in an appropriate and professional manner.

It is your responsibility to notify your Delegates of such requirements and procure their compliance.

10.2 If your or your Delegate's behaviour is likely in our opinion, or that of the owner/lessee of the Venue, to cause distress, damage, danger or annoyance, we may terminate your applicable Contract and refuse you and your Delegates admission to the Event (or require them to leave) and you will not be entitled to receive any form of refund, compensation or other payment in that regard.

## 11. Indemnity

11.1 You will indemnify us and the owner/lessee of the Venue in full against all losses, damages (including loss or damage to property of business), liability, claims, costs, fines, penalties and expenses (including reasonable legal expenses whether or not proceedings are brought) awarded against or incurred or paid by us and/or owner/lessee of the Venue as a result of or in connection with:

- 11.1.1 The accidental death or injury to any person and/or damage to their property, to the extent that such death, injury or loss arises out of any act or omission of you or your Delegate;
- 11.1.2 Any breach of the Contract by you or your Delegate; and
- 11.1.3 Any claim made that our use of any rights (including intellectual property rights (such as (without limitation) trademarks, services marks and, business names)) granted by you to us by the Contract infringes the rights (including intellectual property rights) of any third party.

## 12. Refreshments and drink reception

12.1 Refreshments are provided throughout the day at the Event and there is a drinks reception from 4.30pm. Further details can be found in the Events Manual. If you have any specific dietary requirements, we ask that you let us know as soon as possible.

12.2 No Exhibitor, Sponsor or Delegate may provide any form of food or drink to any Delegates at the Event (free of charge or otherwise) without our prior written permission.

## 13. Termination

13.1 Without affecting any other right or remedy available to us, we may terminate the Contract with immediate effect by giving written notice to you if:

- 13.1.1 You commit a material breach of any term of the Contract and (if such a breach is remediable) you fail to remedy that breach within 14 days of being notified in writing to do so;
- 13.1.2 If you (or any Delegate of yours) is involved in any situation or activity which may in our reasonable opinion reflect unfavourably on our or the Event's reputation;
- 13.1.3 You take any step or action in connection with your entering administration, provisional liquidation or any composition or arrangement with your creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of your assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction; or

- 13.1.4 You suspend, or threaten to suspend, or cease or threaten to cease to carry on all or a substantial part of your business.
- 13.1.5 In addition, we are also entitled to terminate the Contract as expressly set out in the Contract.

#### 14. How we use personal information

We will use any personal information you provide to us in accordance with Our Privacy policy.

#### 15. Wi-Fi

- 15.1 Free Wi-Fi access is available at the Event. Please note this may be subject to fair usage restrictions and is only suitable for general web browsing and not streaming.
- 15.2 The free Wi-Fi is provided by a third-party provider and access is subject to acceptance of separate terms and conditions and you will need to create an account and log into the service. Any personal information you provide to the Wi-Fi provider will be subject to their privacy policy.
- 15.3 Whilst we will use our reasonable endeavours to facilitate access to such free Wi-Fi, we do not guarantee its availability or make any warranty that it will be error or virus-free, or about its performance or the security of data transmitted pursuant to it.

#### 16. Our Intellectual Property

##### 16.1 All:

- 16.1.1 Trademarks used in the promotion, advertising and marketing of our business or the Event together with associated artwork, design, slogan, text and other collateral marking signs of ours that are used in connection with our business or the Event (including in each case any associated goodwill); and
- 16.1.2 All intellectual property rights (including without limitation copyright and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world (**IPR**) in and to any materials produced for or in connection with the Event by us or on our behalf or jointly between us and you will (with the exception of any trademarks for your business which you licence to us in accordance with clause 26),

will be our sole and exclusive property and if you acquire by operation of law, title to any such intellectual property rights you must assign them to us on request.

- 16.2 Unless we have expressly in writing given you a specific right to, you may not use any of our trademarks or IPR.

#### 17. Limitation of Liability

- 17.1 Nothing in this clause 18 will limit our liability for:
  - 17.1.1 Death or personal injury caused by our (including our employees', agents' or subcontractors') negligence;
  - 17.1.2 Fraud or fraudulent misrepresentation; or

- 17.1.3 Any other act or omission, liability for which cannot be limited under applicable law.
- 17.2 Subject to clause 18, we will not be liable, in contract, tort (including negligence) or for breach of statutory duty or in any other way for:
- 17.2.1 Any indirect or consequential losses (whether or not such losses were within the contemplation of the parties at the date of the Contract) in relation to any matter arising out of or in connection with the Contract;
- 17.2.2 Loss of irrecoverable expenses sustained as a result of cancellation, abandonment, curtailment, postponement or removal to alternative premises; inability of the Client to open or keep open its stand/space due to damage to the Client's property at the Venue (other than as a result of our action), or damage to the Venue itself; late or non-arrival of exhibits or failure to vacate the Venue within the contracted time;
- 17.2.3 Physical loss of or damage to Client's property being brought to or at the Venue for the purposes of the Event.
- 17.3 Subject to clause 18.1, our total aggregate liability in respect of all claims, losses or damages, whether arising from tort (including negligence), breach of contract or otherwise under or in connection with the Contract, will in no event exceed an amount equal to the charges paid by you under the Contract.
- 17.4 Except as otherwise expressly provided in this Contract, all conditions and warranties, express or implied, in relation to the performance of our obligations under this Contract are hereby excluded to the maximum extent permitted by law.

## 18. Events outside our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Contract that is caused by any act or event beyond our reasonable control, but this is without prejudice to clause 6 which sets out what will happen if we cancel, suspend, or postpone the Event.

## 19. Complaints

We will always try to resolve any complaints or disputes with you quickly and efficiently. If you have any complaints about us, the Event or your booking please let us know by emailing us at [info@completelyevents.com](mailto:info@completelyevents.com) as soon as possible.

## 20. Notices

- 20.1 References to "writing" in these Terms include email.
- 20.2 Any notice given to a party under or in connection with the Contract must be in writing and be delivered personally, sent by pre-paid first-class post or other next working day delivery service, or email.
- 20.3 A notice or other communication is deemed to have been received:
- 20.3.1 If delivered personally, on signature of a delivery receipt;
- 20.3.2 If sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second working day after posting; or
- 20.3.3 If sent by email, at 9.00 am the next working day after transmission.
- 20.4 In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an email, that such email was sent to the specified email address of the addressee.
- 20.5 The provisions of this clause will not apply to the service of any proceedings or other documents in any legal action.
- 20.6 In such times as the build, deliverance, and breakdown of the event we cannot guarantee that communication will be received and or replied to as promptly as regular times.

## 21. General

### **21.1 Language**

These Terms and the Contract are made in the English language only.

### **21.2 Entire Agreement**

- 21.2.1 The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them whether written or oral relating to its subject matter.
- 21.2.2 Each party acknowledges that in entering into the Contract it does not rely on, or will have no remedies in respect of any statement, representation assurance or warranty (whether made innocently or negligently) that is not set out in the Contract.
- 21.2.3 Each party agrees it will have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.

### **21.3 Assignment and transfer**

- 21.3.1 We may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with and or all of our rights and obligations under the Contract.
- 21.3.2 You may not assign, transfer, mortgage, charge, sublicense, subcontract, delegate, declare a trust over or deal in any other manner with and or all of your rights and obligations under the Contract without our written consent.

### **21.4 Variation**

Except as provided in these Terms any variation of the Contract only has effect if it is in writing and signed by the Organiser and the Client (or their respective authorised representatives).

### **21.5 Waiver**

A waiver of any right or remedy under the Contract or by law is only effective if it is given in writing and will not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law will not constitute a waiver of that right or remedy, nor will it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract will prevent or restrict the further exercise of that or any other right or remedy.

### **21.6 Severance**

If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it will be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision will be deemed deleted. Any modification to or deletion of a provision or part provision under this clause will not affect the validity and enforceability of the rest of the Contract.

### **21.7 Third party rights**

- 21.7.1 The Contract is between the Client and the Organiser. Save as stated below no other person has any rights to enforce any of its terms.
- 21.7.2 The owner/lessee of the Venue will be entitled to enforce such rights and benefits expressly afforded to it under the Contract as if it were a party to the Contract.

### **21.8 Governing law and jurisdiction**

- 21.8.1 The Contract, and any dispute or claim (including non-contractual disputes and claims) arising out of or in connection with it or its subject matter or formation will be governed by and construed in accordance with the laws of England and Wales.
- 21.8.2 Each party irrevocably agrees that the courts of England and Wales will be exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter.

## **Part B**

The Terms in this Part B apply to Contracts with Sponsors and Exhibitors

### **22. Sponsorship rights and included passes**

Where you have booked a Sponsorship Package we will use our reasonable endeavours to provide you with the sponsorship rights and included passes as applicable to the Sponsorship Package you booked details of which are set out in Appendix 1.

### **23. Exhibitor rights and included passes**

Where you have booked an Exhibitor Package we will use our reasonable endeavours to provide you with a stand which complies in all material respects with specifications set out in Appendix 2 for the Exhibitor Package you booked together with the included passes and other benefits as applicable to the Exhibitor Package you booked also set out in Appendix 2.

### **24. Final details forms**

- 24.1 We will send your stand contact an email with final confirmation of details and artwork/bio/signage etc. You must reply to these email checks or else we will utilise the artwork/bio/signage we have on file. You must reply with confirmation of the final details no later than the deadline we reasonably specify.
- 24.2 Please note failure to return this on time may result in our being unable to provide certain of the benefits/rights included in your package and if this happens we will have no liability to you.

### **25. Your intellectual property**

- 25.1 You grant to us a worldwide, sub-licensable, non-exclusive royalty-free licence to use your trademarks together with any accompanying artwork, design, slogan, text and collateral marketing signs in perpetuity for the delivery of the rights and benefits included in your Sponsorship or Exhibitor Package as applicable (such as for producing included branded materials and displaying on the Website and in the Event Guide) and to promote and exploit the Event and any future Completely Retail Marketplace Event(s) in any media whether now known or yet to be invented (including on a website or mobile application) including use on promotional material and merchandising.
- 25.2 For any branded materials for the Event included in your package we will submit to you proofs for your approval. You must confirm to us whether or not such proofs are approved prior to any deadline we reasonably specify to you. If you fail to confirm to us whether such proofs are so approved we may at our discretion either treat your failure as confirmation that the proof is approved or we may be unable to provide certain of the benefits/rights included in your package and if this happens we will have no liability to you.

### **26. The next event**

- 26.1 We give Exhibitors and Sponsors a right of first refusal for booking the same package type for the next Completely Retail Marketplace Event we put on (package details may vary from



event to event). We will write to you asking if you would like to book with us for the next event and we will give you a deliberation period.

- 26.2 If you respond after the deliberation period we will still try to accommodate your booking but this may not be possible in all cases (for instance if we have already sold that sponsorship package after the deliberation period).

## 27. Insurance

All Exhibitors and those Sponsors who are allocated stands, tables or areas or who are providing any food or drink items for the Event (please note clause 12.2) are required to have in place Product, People and Public Insurance with a limit of at least £10,000,000 per claim.

## 28. Stands and floor plan

- 28.1 We will determine the allocation of stands, tables and areas at our discretion, and we do not guarantee any particular location to any Sponsor or Delegate although we will use reasonable endeavours to meet any specific requests.
- 28.2 We may at our discretion amend the floor plan including relocating any stands, tables, areas entrances, exits, pathways and amenities at the Event at any time.
- 28.3 Exhibitors may bring marketing material and one roller banner to display within their stand but you must not otherwise alter or remove items from the stand allocated to them or add any additional branding to the exterior of the stand.
- 28.4 Any rights in the Contract to use a stand, table or area at the Event creates a license only and not a tenancy.
- 28.5 The Contract is personal to you and you must not assign, transfer, part with, share or sublet the whole or any part of any stand, table or area allocated pursuant to the Contract save with our prior written permission.

## 29. Your Event materials

- 29.1 You must ensure that any advertising or promotional materials or products produced by you or on your behalf (including any we produce at your direction) and which are used or distributed at or in relation to the Event (**Event Materials**) comply with all applicable laws (including regulatory policies, guidelines and industry codes) and the highest standards or business ethics.
- 29.2 You will indemnify us and the owner/lessee of the Venue in full against all losses, damages (including loss or damage to property of business), liability, claims, costs, fines, penalties and expenses (including reasonable legal expenses whether or not proceedings are brought) awarded against or incurred or paid by us and/or owner/lessee of the Venue as a result of or in connection with any claim arising out of or in connection with the manufacture, production, distribution, handling, advertising, consumption or use of or otherwise relating to the Event Materials. For the avoidance of doubt this indemnity will apply in respect of Event Materials manufactured, produced or distributed by us for you unless the claim directly results from our negligence or wilful misconduct.

## 30. Conduct

- 30.1 You will not, without our prior written consent:
- 30.1.1 Use cinematographs, photographic slides, amplifiers, flashing lights and neon signs in the stand, table or area allocated to you;
  - 30.1.2 Hold any competitions, lotteries, draws or the like at or related to the Event;
  - 30.1.3 Use or display on the stand, table or area allocated to you any third-party name; and/or
  - 30.1.4 Distribute or display any literature or handbills in respect of goods/services other than your own.

30.2 You must:

- 30.2.1 Ensure that all gangways adjoining the stand, table or area allocated to you are not blocked;
- 30.2.2 Ensure that the stand, table or area allocated to you is open to view and staffed by competent Delegates during the Event;
- 30.2.3 Keep the stand, table or area allocated to you clean, safe and tidy;
- 30.2.4 Comply with our reasonable requirements and lawful directions and the requirements of the owner/lessee of the Venue and/or any applicable authorities.

30.3 You may not:

- 30.3.1 Paste or otherwise to affix or exhibit advertisements anywhere in the building except within the stand, table or area allocated to you;
- 30.3.2 Distribute advertising material from the gangways or any other location, save for your Stand, table or area; and
- 30.3.3 Exhibit products or services at the Event that, in our opinion are inappropriate and/or not related to the purpose and scope of the Event.

30.4 We may, acting reasonably, require you to cease to use any handbills, advertisements, photographs or other printed matter at the Event which in our opinion are inappropriate.

**31. Your property**

We will not be responsible for any loss, theft or damage to you or your Delegate's property such as personal possessions or promotional materials such as brochures and roller banners. All such property must be removed from the stand, table or area allocated to You promptly at the end of the Event and any items not so removed will be disposed of and We will not be liable to you or your Delegates for any losses that occur.

**32. Damage to Premises or Fitting**

You are responsible for the cost of making good, restoring or renewing in all cases of damage or dilapidation to the Venue (including without limitation the stand, table or area allocated to you) or any part thereof, whether caused by you, your Delegates or by any person or persons employed or engaged on their behalf.

**Appendix 1**

**Sponsor Packages**

<b>Core Sponsorship Package - £10,000 plus VAT (April Only)</b>	
<b>£18,000 plus VAT (April &amp; September)</b>	
Maximise your company's profile before and during the Event by becoming one of our core sponsors. The package listed below are the rights per event.	
<b>Sponsorship Rights</b>	2 branded poseur tables at the Event with 4 stools  Branding around the Event on all hoarding, including hanging banners, entrance wall and reception area.  1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and

	<p>will be added underneath an event branded header).</p> <p>Sponsors profile page on website and branding on all material including emailer and adverts.</p> <p>Promotional Digital advert on all digital screens (Digital screen artwork must be provided by the sponsor)</p> <p>Sponsors' profile page in One Day magazine</p>
<b>Included Passes</b>	<p>5 Delegate Passes*</p> <p>*5 extra tickets to the evening drinks reception from 4:30pm for other members of your organisation.</p>

<p><b>Drinks Event Sponsorship Package - £10,000 plus VAT per event</b></p> <p>From 4:30pm we have our drinks reception. The package listed below are the rights per event.</p> <p>There will be no more than 1 Drinks Event Sponsors.</p>	
<b>Sponsorship Rights</b>	<p>4 branded poseur tables and 6 stools at the bar area all day.</p> <p>Branded Bar &amp; Backdrop</p> <p>Branding on serving staff uniforms at the Drinks Event</p> <p>Branded drinks mats at the Drinks Event</p> <p>Evening Entertainment</p> <p>Branded Pillars in front of the bar</p> <p>X2 55-inch TV Screens on either side of the bar displaying your media all day.</p> <p>1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and will be added underneath an event branded header).</p> <p>Branded A5 Flyer on every stand at the Event</p> <p>Promotional Digital advert on all digital screens (Digital screen artwork must be provided by the sponsor).</p>

	Sponsors profile page on the Website and in the Event Guide
<b>Included Passes</b>	10 Delegate Passes + 5 additional tickets for the drinks reception only* (15 Total)  *5 extra tickets are for the evening drinks reception from 4:30pm for other members of your organisation ONLY.

<b>Refreshments Sponsorship Package - £11,000 plus VAT per event</b>	
All delegates receive complimentary speciality teas, coffees and snacks throughout the day with table service. The package listed below are the rights per event.	
There will be no more than 1 Refreshments Sponsor.	
<b>Sponsorship Rights</b>	2 branded poseur tables at the Event (adjacent to the stand if applicable)  Branding on serving staff uniforms (apron and T-shirt) at the Event excluding the Drinks Reception  Branded cups at the Event  1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and will be added underneath an event branded header).  Branded A5 menus on every table at the Event  Branded catering areas  Promotional Digital advert on all digital screens (Digital screen artwork must be provided by the sponsor).  Sponsor's profile page on the Website and in the Event Guide
<b>Included Passes</b>	5 Delegate Passes

<b>Wi-Fi Sponsorship Package - £6,000 plus VAT per event</b>	
There will be no more than 1 Wi-Fi Sponsor	
<b>Sponsorship Rights</b>	2 branded poseur tables at the Event (adjacent to stand if applicable)

	<p>Branded leaflets around the Event</p> <p>1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and will be added underneath an event branded header).</p> <p>Promotional Digital advert on all digital screens showcasing the WIFI details (Digital screen artwork must be provided by the sponsor).</p> <p>Personalised Wi-Fi login details of your choice</p> <p>Sponsor's profile page on the Website and in the Event Guide</p>
<b>Included Passes</b>	5 Delegate Passes

<p><b>Soapbox Sponsorship Package - £10,000 plus VAT per event</b></p> <p>There will be no more than 1 Soapbox Sponsor (Finer details of the full package will be laid out in the contract).</p>	
<b>Sponsorship Rights</b>	<p>Branding around Soapbox area and flyers</p> <p>Opportunity to present your organisation at the beginning of each soapbox session.</p> <p>Introduce each retailer during the sessions</p> <p>Branded stage backdrop</p>
<b>Included Passes</b>	5 Delegate Passes

<p><b>Juice Bar Sponsorship Package - £6,000 plus VAT per event</b></p> <p>There will be no more than 1 Juice Bar Sponsor</p>	
<b>Sponsorship Rights</b>	<p>Branding around Juice Bar area and flyers</p> <p>Sponsor's profile page on the Website and in the Event Guide</p> <p>1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and will be added underneath an event branded header).</p> <p>Promotional Digital advert on all digital screens (Digital screen artwork must be provided by the sponsor).</p>

	Branded Bar, Backdrop and Cups.
<b>Included Passes</b>	5 Delegate Passes

<b>Lanyard Sponsorship Package - £7,500 plus VAT per event</b>	
There will be no more than 1 Lanyard Sponsor	
<b>Sponsorship Rights</b>	<p>Branded event lanyards given to all attending delegates.</p> <p>Sponsor's profile page on the Website and in the Event Guide</p> <p>1 HTML emailer to the full delegates list (Email artwork must be provided by the sponsor and will be added underneath an event branded header).</p> <p>Promotional Digital advert on all digital screens (Digital screen artwork must be provided by the sponsor).</p>
<b>Included Passes</b>	5 Delegate Passes

<b>Lunchtime Sponsorship Package per event</b>	
We are looking for 4 lunchtime sponsors who in return for the Lunchtime Sponsorship Package will provide lunch to the Delegates at the Event. Specifics of what each lunchtime sponsor will be required to provide will be agreed in writing.	
<b>Sponsorship Rights</b>	<p>6m x 2m catering area</p> <p>Serving tables</p> <p>Food prep room</p> <p>Power</p> <p>Promotional Digital advert on all digital screens showcasing the lunch offering (Digital screen artwork must be provided by the sponsor).</p> <p>Branding</p> <p>Sponsor's profile page</p> <p>Branding around the Event</p>
<b>Included Passes</b>	Staff Passes.

<p><b>Innovation Studio Sponsorship Package - £5,000 plus VAT per event (APRIL ONLY)</b></p> <p>The Innovation Studio endeavours to uncover trends, predict change and provide the intelligence that gives the audience a proper understanding of the retail property sector, supporting businesses to prosper and grow.</p>	
<p><b>Sponsorship Rights</b></p>	<p>Sponsors can contribute towards the discussion topic and nominate a speaker to represent their business and be part of the discussion.</p> <p>The sponsor will be credited during the discussion and in all accompanying marketing material.</p> <p>Sponsor to send out personalised HTML to the database of event attendees after the event (artwork provided by sponsor)</p> <p>Discounted rate for additional delegate passes for the day.</p> <p style="text-align: center;">Sponsor's profile page</p>
<p><b>Included Passes</b></p>	<p>2 Delegate Passes</p>

<p><b>Public Sector Hub Sponsorship Package - £5,000 plus VAT per event</b></p> <p>We are looking for sponsors for the Public Sector Hub which provides local authorities the opportunity to establish vital connections from the property sector.</p>	
<p><b>Sponsorship Rights</b></p>	<p>Meeting table with 4 stools.</p> <p>Logo on hanging banners in Public Sector Hub area.</p> <p>Promotional Digital advert on all digital screens showcasing the Public Sector Hub in some way (Digital screen artwork must be provided by the sponsor).</p> <p>Social media spotlight engagement</p> <p>Sponsor's profile page in One Day magazine.</p>
<p><b>Included Passes</b></p>	<p>3 Delegate Passes</p>

<p><b>Revo Conference Sponsorship Package - £5,000 plus VAT per event (SEPTEMBER ONLY)</b></p>
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Revo Conference Sponsorship packages are curated by Revo and not Completely Retail Marketplace. All packages/agreements will be made with Revo themselves.	
<b>Sponsorship Rights</b>	<p>Poseur Table space in The Vaults area</p> <p>Branding</p> <p>Sponsor's profile page</p> <p>Branding around the Event</p> <p>(The above is subject to change from Revo who this package is curated by).</p>
<b>Included Passes</b>	4 Conference Only Passes (Subject to checks by our team).

\* For further details about Delegate Passes see Appendix 3.

## Appendix 2

### Exhibitor Packages Available

<p><b>A Single Exhibition Stand</b></p> <p><b>EARLY BIRD PRICE*</b></p> <p>£7,250 + VAT (April ONLY)</p> <p>£12,000 + VAT (April + September)</p> <p><b>REGULAR RATES</b></p> <p>£7,500 + VAT (April ONLY)</p> <p>£13,000 + VAT (April + September)</p> <p>*Early bird pricing expires on 1<sup>st</sup> November and only applies to those who exhibited in 2023.</p>	
<b>Stand Specification</b>	<p>A dedicated 3m x 2m branded meeting area</p> <p>Large meeting table with 6 chairs</p> <p>Branded poseur table and 2 stools</p> <p>Literature stand</p> <p>All branding</p> <p>Access to the delegate list, meeting scheduler and profile page in event guide</p>
<b>Included Passes</b>	5 Delegate Passes



<b>Other Benefits</b>	<p>Table service for refreshments (see clause 12 of Terms)</p> <p>Power for laptops and chargers.</p> <p>Free Wi-Fi access is also available at the Event (see clause 16 of Terms).</p>
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<p align="center"><b>A Double Exhibition Stand</b></p> <p align="center"><b>EARLY BIRD PRICE*</b></p> <p align="center">£14,500 + VAT (April ONLY)</p> <p align="center">£24,000 + VAT (April + September)</p> <p align="center"><b>REGULAR RATES</b></p> <p align="center">£15,000 + VAT (April ONLY)</p> <p align="center">£26,000 + VAT (April + September)</p> <p>*Early bird pricing expires on 1<sup>st</sup> November and only applies to those who exhibited in 2023.</p>	
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<b>Stand Specification</b>	<p>A dedicated 3m x 2m branded meeting area</p> <p>Large meeting table with 6 chairs</p> <p>Branded poseur table and 2 stools</p> <p>Literature stand</p> <p>All branding</p> <p>Access to the delegate list, meeting scheduler and profile page in event guide</p>
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<b>Included Passes</b>	10 Delegate Passes
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<b>Other Benefits</b>	<p>Table service for refreshments (see clause 12 of Terms)</p> <p>Power for laptops and chargers.</p> <p>Free Wi-Fi access is also available at the Event (see clause 16 of Terms).</p>
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<p align="center"><b>A Mezzanine Meeting Area</b></p> <p align="center"><b>REGULAR RATES</b></p> <p align="center">£4,250 + VAT (April ONLY)</p> <p align="center">£7,000 + VAT (April + September)</p>	
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<b>Specification</b>	<p>Dedicated 1.8m x 0.9m meeting table including 4 chairs.</p> <p>Branded logo on table &amp; glass wall.</p> <p>Access to the delegate list and profile page in event guide</p>
<b>Included Passes</b>	3 Delegate Passes
<b>Other Benefits</b>	<p>Table service for refreshments (see clause 12 of Terms)</p> <p>Power for laptops and chargers.</p> <p>Free Wi-Fi access is also available at the Event (see clause 16 of Terms).</p> <p>33-inch TV Screen</p> <p>All branding</p>

\* For further details about Delegate Passes see Appendix 3.

## Appendix 3

### Delegate Options Available

#### Delegate Pass

This pass gives you:

- All-day (9am-7.30pm) access to the Event plus the evening drinks reception from 4.30 pm.
- Access to the delegate list prior to the Event allowing them to pre-arrange meetings (via the Delegate Portal)
- Access to free refreshments and our drinks reception (see clause 12)

Type	Cost (ex VAT)	Terms
Annual Pass (April + September event dates)	£900 + VAT	Annual pass rates expire on 30 <sup>th</sup> April 2024.
Early Bird Rate* (Property Professional Pass)	£545 + VAT	Early bird rate expires on 1 <sup>st</sup> November 2023.
Regular Rate (Property Professional Pass)	£645 + VAT	Applies once the early bird rate ends.
Under 30s Pass**	£225 + VAT	Delegates must be under the age of 30 when attending the event – A valid ID will be requested upon entry into the venue for all U30s tickets.

Start Up Pass	£350 + VAT	Businesses must be within the first 12 months of operation with no more than 2 employees.
Exhibitor Pass	£345 + VAT	For exhibitors who want additional delegates to their contracted allocation.
Retailer Pass (retailers or leisure brands)	Free	Please note that this rate does not apply to agents representing occupiers.

### Revo Conference Passes (September ONLY)

Any registrations for Revo passes will be checked for membership with Revo.

Type	Cost (ex VAT)	Terms
Revo Early Bird Rate	£425 + VAT	For Revo members ONLY. Early bird rate expires on 31 <sup>st</sup> July 2024.
Revo Regular Rate	£525 + VAT	For Revo members ONLY. Applies once the early bird rate ends
Revo Conference Only Pass	£225 + VAT	For Revo members ONLY.

\* Please note that the Early Bird expiry date is stated on the Website.

\*\*This rate is available for *retail & leisure property professionals under 30 years of age on the date of the Event. Photo ID must be shown on arrival. We reserve the right to limit the number of Under 30 passes available to a single organisation.*

Please remember that in accordance with our terms and conditions, if we find that you have made a booking on the incorrect basis and been charged too little (for instance you booked as an occupier when you are an agent) we then have the right to amend your booking accordingly and invoice you for any additional Charges which would have been charged should the booking have been made on the correct basis (such invoices will be payable on demand).