



## **NATE events (face to face & online)**

Guidance & Policies for delegates, presenters & exhibitors

**This document has been prepared by NATE to ensure that delegates, presenters and exhibitors are provided with guidance on how to successfully attend and participate in a NATE event (face to face and online). It also sets out NATE's expectations of delegates during an event and our cancellation policy.**

### **How do I attend?**

Look out for NATE events through our website <https://www.nate.org.uk/latest-news/> and via social media.

### **How can I pay?**

You will have the option of paying directly through the website, requesting an invoice or paying via card payment over the phone.

### **When will I receive information about the event?**

You will be contacted with event details soon after your booking, including how to get there and related travel and accommodation options if applicable.

### **Online events - how do I join?**

1. A few days before the event, you will receive a confirmation email containing a link to join the meeting. If you did not get an email, check your junk/spam folders before contacting us. Further emails will be sent to you as the event approaches as a reminder.
2. Follow the 'Join' link in the email sent to you and enter the password. If the host has not yet started the event, then you will be held in a waiting room until the event starts.
3. Once the event begins, you will have access to the Q&A function to submit questions and comments to the Chair. Sit back and enjoy the online event!

### **Technical requirements**

You will need a device such as a computer (PC or laptop), a tablet or a smartphone with internet access. We recommend using a PC or laptop – mobile phones, tablets, and anything with a small screen can make it hard to see the slides and the Q&A function can become a distraction.

Please pay special attention to your internet connection. These are live events, so your connection speed is going to influence how well you see and hear the host and presenter. We recommend you check that you have the volume turned up, do not download any large files during an event, and close all applications that could influence the connection speed.

The speaker, host, and other attendees will not see or hear you, unless they allow this functionality during a Q&A or breakout discussion. However, you are welcome to ask questions, using the chat function. If you do have a camera and microphone, you will be able to join in with the discussion when your microphone is un-muted by the host.

### **Technical issues**

If your connection with the event is interrupted or the video and audio become frozen, exit the event and re-enter by clicking on the 'Join' link in your confirmation email again. If the problem persists then you should check your internet connection and upgrade your systems before joining the next online event.

### **General etiquette**

NATE is an inclusive organisation which welcomes diverse views and opinions during all of its CPD events. As an attendee of a NATE event (face-to-face or online), you are expected to show respect to the host, presenter, and other attendees.

### **Delegate participation**

Attendees of NATE online events will be automatically be muted (with video screen turned off). This is to ensure there is not background noise during the event. However, you can ask questions via the 'Q&A' function for live events on the event platform. When appropriate (i.e. during a breakout task or an audio Q&A, the host or presenters may unmute you and turn on your video screen. We're keen to encourage questions from as wide a range of delegates as possible. Questions in the 'Q&A' function will be considered by the event hosts and fed through to the speakers if time is available. It's possible that not all questions can be answered. If your question is not answered, this will be due to volume and not deliberate neglect. We will try and follow up questions after the event and there will also be an opportunity for this in the evaluation you will receive following the event.

Please ask questions concisely, and please only use the chat function to ask questions of the speakers. Do not ask personal, non-relevant, or inappropriate questions during the event.

If you have comments, please feel free to add them to the chat forum. Please keep other attendees in mind when you make comments.

### **Registration terms**

NATE uses Zoom to provide our online events.

The registration/purchase of event attendance is for use **by the registrant only** and login details (ID or password) should not be shared with third parties; doing so may hinder your own access, as event entry is by prior registration only. If you are found to be sharing links then you may be banned from attending future events.

It is not permitted for you to record the presentations, and NATE does not guarantee to provide recordings of the event. The virtual event facility (Zoom) allows audio, video, questions, and chat during the event to be recorded. By joining an event, you automatically consent to such recordings. We will let you know when events are being recorded. If you do not wish to be recorded, you should join the session with your mic and camera disabled.

Responsibility for the confidentiality and security of registration information lies with the registrant. If you believe that a third party has obtained details in an unauthorised manner, please notify us.

By registering to attend and a NATE online event, you are expected to follow the guidance detailed above. Any disrespectful behaviour that distracts from the event will be dealt with as outlined above.

### **Online events – privacy policy**

In order to register your attendance for the online event, you will be asked for information that personally identifies you or allows us to contact you (“Personal Information”). The Personal Information that you provide us in these circumstances will be made available NATE and the event speaker in order to run the event. To do this, we will use the information you provide to contact you about the event you registered to attend and to provide more information about our event programme. Your data will not be shared with third parties. NATE events are covered by our Privacy Policy. You can view this and our other policies here: <https://www.nate.org.uk/policies/>

If you need any further guidance, please contact NATE’s Director, Jonathan Morgan @ [director@nate.org.uk](mailto:director@nate.org.uk)

### **Cancellation policy**

If a face-to-face conference is cancelled then NATE will inform delegates at least 28 days before the event. Please check your emails regularly (including SPAM). NATE cannot accept any liabilities for costs incurred by delegates, presenters or exhibitors. If an event is cancelled due to circumstances outside of NATE’s control (i.e. a new Covid outbreak) then NATE is able to cancel the event at a shorter notice period with no liability to pay any costs to delegates, presenters or exhibitors.