



INTERNATIONAL GAMBLING STANDARDS SUMMIT 2026

Last Updated: 25 February 2026.

SUMMIT TERMS AND CONDITIONS.

1. Agreement to these Terms.

- a. These Terms govern your registration, ticket purchase and attendance at the International Gambling Standards Summit (the “Event”), including any official side-events.
- b. By completing registration or attending the Summit, you agree to comply with these Terms and any reasonable instructions issued by the organizer or Venue staff for safety, security, and orderly running of the Event.
- c. If you register for someone else or on behalf of an organization, you confirm you are authorized to do so and that the attendee will be bound by these Terms.

2. Admission and Eligibility Policy

- a. You must provide true, complete, and current information during registration and any verification process.
- b. If we reasonably believe you have used false details, misrepresented your role, or withheld material information relevant to admission, we may refuse entry, cancel your ticket; and/or remove you from the Venue.

- c. Where fraud or unlawful conduct is suspected, we may report the matter to appropriate authorities.

3. Age Verification Requirements.

- a. You must be 18 years or older to register for or attend the Summit unless we expressly state otherwise in writing.
- b. Additional age restrictions may apply to particular areas or activities depending on local law and Venue requirements.
- c. We may request photo ID at any stage. If you cannot provide acceptable ID when requested, entry may be denied without refund (where permitted by law).

4. Right to refuse or revoke admission

- a. We reserve the right to refuse, limit, or revoke admission where we reasonably consider it necessary for:
 - Legal or regulatory compliance.
 - Security, safety, or crowd management.
 - Breach of these Terms or the Code of Conduct; or
 - Protection of attendees, staff, exhibitors, speakers, or the Venue.
- b. Where admission is refused or revoked due to your breach or misconduct, no refund will be due.

5. Security, Searches, and CCTV

- a. Entry may be subject to security checks (including bag screening) and compliance with Venue protocols. You must follow all lawful instructions given by security personnel and Event staff.
- b. The Venue and/or Organizer may operate CCTV and other security monitoring during the Event.

- c. Where legally required or reasonably requested by competent authorities, security footage may be preserved or provided for evidentiary purposes.

6. Canvassing and Unauthorized Promotion

- a. Unauthorized solicitation, “selling”, canvassing, leafleting, brand activation, surveys, or distribution of promotional items is not permitted unless approved in writing by us.
- b. We may confiscate unauthorized materials and require the offending activity to stop immediately.

7. Badge Rules

- a. Badges are personal to the registered attendee and must be worn and displayed as directed while within Summit areas.
- b. Sharing, swapping, duplicating, or altering badges is prohibited and may result in removal without refund.
- c. Replacement badges may be issued at our discretion and may attract a fee.

8. Ticket Categories and Validation

- a. Ticket entitlements (sessions, networking events, meals, access levels) are as described at the time of purchase.
- b. We may conduct eligibility checks for certain ticket types (for example, “Operator”, “Regulator” etc.). You agree to cooperate with reasonable verification requests.

9. Cancellation, Substitution, Refunds and No-Shows.

- a. **Substitutions** - If you cannot attend, you may request to substitute another attendee at no additional ticket cost by notifying us in writing at least 30 working days before the Event start date (or any longer deadline stated on the registration page). Your request must include: (i) the original attendee’s name and email; and (ii) the substitute’s name, job title, company, and email.

- b. **Confirmation and eligibility** - Substitutions take effect only once confirmed by us in writing. Substitute attendees must meet the Event eligibility and age requirements
- c. **How to cancel** - Cancellation requests must be sent to info@gamblingstandards.com.
- d. **Refund rules for paid tickets** - Unless different rules were clearly stated at checkout for your ticket type:
- Cancellations received at least 30 working days before the event start date are eligible for a refund of ticket fees paid.
 - Cancellations received fewer than 30 working days before the Event start date are not refundable and the full amount remains payable.
 - A reasonable payment processing charge may be deducted from approved refunds where such fees are not recoverable by us (for example, up to 3%, where applicable and lawful).
 - Refunds are issued to the original payment method where possible.
- e. **Free-admission events** - For free-admission events, please cancel promptly if you can no longer attend. To protect capacity for genuine participants, we may restrict future registrations from individuals or organizations with a consistent pattern of non-attendance.
- f. **No-shows**. If you do not attend the Event (in whole or in part) and you have not arranged an approved substitution, this will be treated as a late cancellation. For paid tickets, no-shows are not refundable.

10. Filming, Photography and Recording.

- a. We (and approved partners appointed by us) may photograph, film, or record the Event for operational, security, training, and promotional purposes.
- b. By attending, you consent to the capture and use of your image/voice in Event media and publicity materials worldwide, in any format, without compensation except where it is prohibited by law.

- c. If you have a legitimate reason for not being recorded, contact us before the Event at: info@gamblingstandards.com. We will take reasonable steps to accommodate, but we cannot guarantee exclusion from background capture.
- d. To protect privacy and speakers' content, you must not make audio/video recordings, livestream, or take photographs of:
- Conference sessions or speaker presentations.
 - Slides, posters, or protected content.
 - Restricted areas (including security zones, backstage, or any area marked "no photography/recording") unless you have prior written permission from us (and, where relevant, the speaker/content owner).
- e. You may take photos of people or booths only with the clear consent of those prominently featured and in a manner that does not disrupt the Event.
- f. We may require you to stop recording/photography immediately and may remove you for repeated or serious breaches.
- g. Official Event footage and photography captured by us or our approved contractors remains our property (or that of the appointed rights-holder). You must not sell or commercially exploit official Event media without written permission.

11. Intellectual Property.

- a. All Event branding, logos and organizational materials are owned or licensed by us.
- b. Speakers and exhibitors retain rights to their own materials unless they agree otherwise in writing.
- c. You may not reproduce or distribute protected content without permission from the relevant rights-holder.

12. Code of Conduct.

- a. The Event is a professional environment. All participants—attendees, speakers, sponsors, exhibitors, staff, contractors, and volunteers—must conduct themselves respectfully at all times. This applies to:
 - Event venues and official social functions; and
 - Communications and social media related to the Event before, during, and after.
- b. The following Conduct is not permitted at the Event:
 - Harassment, bullying, threats, or intimidation.
 - Discrimination or hateful conduct based on protected characteristics.
 - Stalking or unwanted pursuit of individuals.
 - Unwanted physical contact or sexual attention.
 - Disruptive behavior that interferes with sessions or Event operations.
 - Offensive or degrading language, imagery, attire, or conduct in sessions or public Event areas.
 - Unauthorized recording.
 - Aggressive, abusive, or persistently unwanted emails/messages to participants.
 - Unauthorized promotions/canvassing.
 - Illegal activity of any kind.

13. Reporting and Consequences.

- a. If you experience or witness a conduct issue, report it to the registration desk or email us on: info@gamblingstandards.com
- b. We may take any action we consider appropriate, including warnings, removal from sessions, revocation of credentials, and expulsion from the Event without refund

14. Programme Changes.

- a. We may amend the programme (including schedules, speakers, formats and sessions) at any time and will use reasonable efforts to notify you of any material changes.

- b. Programme changes do not automatically entitle you to a refund.

15. Force majeure.

- a. We are not responsible for failure or delay caused by events beyond our reasonable control, including (for example) severe weather, public health restrictions, government action, security incidents, strikes, or utility outages.
- b. In such cases, we may modify, postpone, relocate, or cancel the Event and will communicate the options available (refund/credit/transfer) in line with applicable law

16. Liability.

Our total liability related to your ticket purchase or attendance is limited to the amount you paid for your ticket, except where the law does not allow such limitation.

17. Data protection

We process personal data in accordance with our Privacy Policy.

18. Assignment / Event operator

We may appoint an affiliate, contractor, or authorized partner to operate parts of the Event (including payment collection and registration services). Your receipt/invoice will identify the relevant contracting entity where applicable.

19. Governing Law and Jurisdiction

These Terms are governed by the laws of Kenya, and the courts of Nairobi, Kenya shall have jurisdiction, subject to any mandatory legal requirements.

20. Contact Details.

All queries about admission, substitutions, cancellations, or policies should be sent to: info@gamblingstandards.com