



Event Cancellation Policy

Substitution requests:

1. If you are unable to attend the event we welcome substitute delegates attending in your place at no additional cost.
For security reasons, all requests for substitutions must be received via email at least 24 hours before the event with the name, job title and contact email for both the registered and replacement delegates: info@partywalls.org.uk
2. Changes will become effective on the date of written confirmation

Cancellation policy:

1. Cancellations must be received in writing (via email or post) in advance of the event. The following cancellations charges apply:
 - a. 6+ weeks notice: **Full refund**
 - b. 5-6 weeks notice: **60% refund**
 - c. 4-5 weeks notice: **40% refund**
 - d. 0-4 weeks notice: **No refund**
 - e. Failure to attend: **No refund**

Amendments/Cancellation by P&T

1. Amendments: The P&T reserves the right to modify the programme up to the day of the event. The P&T put programmes together through extensive and on-going research in order to provide the most up-to-date and relevant information. This means that occasionally the programmes change over the duration of the campaign. Other times it may be necessary, due to unforeseen circumstances, to alter the programme, venue and/or speakers. Regrettably, this means no refunds or credit-notes can be issued in line with the cancellation policy.
2. Cancellation: If unforeseen circumstances cause P&T to cancel an event all delegates will be informed as soon as possible and a full registration fee refund will be made.
3. Cancellation: If, for any reason, P&T has to cancel an event, P&T accepts no responsibility for covering travel, hotel or other costs incurred by delegates and guests.

Payment:

1. Payment must be received, in full, prior to the event.
 - If the booking is made 31+ days or more from the event, full and cleared payment can be made upon invoice
 - If booking is made 30 days or less from the event, full and cleared payment is due immediately
2. If full and cleared payment has not been received prior to the event you will be asked to make payment on the day (access to the event may be refused at P&T discretion)
3. You will receive a confirmation via email within 24 hours of receipt of payment confirming your registration

P&T October 2014

info@partywalls.org.uk

028 4063 2082