



EDUCATION AND TRAINING EVENT BOOKING TERMS AND CONDITIONS

Please ensure that you have read and understood this document before completing your booking.

Thank you for your interest in attending this Lymphoma Action education and training event. The terms and conditions for booking, payments, cancellations and refunds are outlined below for your reference.

All booking confirmations and key event information will be sent by the Education and Training team via **email** unless you request confirmation by post. Key event information will be sent no later than 1 week before the event is due to take place and once full payment has been received. Please ensure that your email is correct before confirming your event booking.

If you wish to receive key event information by post, please provide your full postal address on making your booking and select the 'post' checkbox (when booking online) or clearly indicate in writing on when booking using a paper booking form. By default, all key event information will be sent to the email given at the time of booking.

PAYMENT METHODS

ONLINE: Payments are due immediately when booking with a credit or debit card on the Lymphoma Action booking site. You will be redirected to a Sage Pay portal to have payment taken safely.

PHONE: If you choose to pay over the phone the full registration charge will be taken from the given card immediately through the Sage Pay portal. The payment receipt will be sent via email to the email address given at the time of booking.

CHEQUE: Please make cheques payable to 'Lymphoma Action' and send with a booking form or covering letter to the following address:

Lymphoma Action, 3 Cromwell Court, New Street, Aylesbury, Buckinghamshire, HP20 2PB

BACS: If you would like to pay by BACS please contact the education and training team directly to obtain our bank account details via conferences@lymphoma-action.org.uk

FOR HEALTH PROFESSIONALS ONLY: There is the option to raise an invoice if your trust will cover the cost of your registration fee, but this is on the strict understanding that payment will be made in advance of the course. Please contact the education and training team via conferences@lymphoma-action.org.uk should you wish us to raise an invoice. Please note a purchase order should be provided at the time of booking.

Please note that we are unable to refund any registration payments made before our charity receives bursary funding to support attendance at any event.

All invoices must be settled within 30 days of issue or before the event, whichever is soonest.

CANCELLATION POLICY

1. If you would like to cancel your registration, please click the cancellation link in your registration confirmation email. Cancellations received **up to 7 working days** prior to the start of the event will be refunded. When processing any refund Lymphoma Action will take an **admin fee of 25%** from the ticket price. **A cancellation fee of 25% will be due from any outstanding invoices.**
2. Cancellations received **less than 7 working days** before an event will **NOT** be refunded under any circumstances as catering and event admin costs will have been incurred by Lymphoma Action for your registration. If payment has not been received you will still be liable to pay the full ticket price.
3. Please note that Lymphoma Action cannot have any involvement with cancelling, amending or refunding accommodation bookings. All accommodation bookings will be subject to the hotel's own booking and cancellation terms and conditions.
4. A registration can be exchanged to a different name if someone else would like to attend in your place. To amend your registration you will need to click the 'amend my registration' link in your confirmation email and provide the new details of the person attending the event. You will be responsible for forwarding any key event information that you have received to the new attendee.
5. Non-attendance will result in you forfeiting your registration fee in full.
6. In the case of non-attendance due to illness or injury, a refund of up to 75% may be given, provided that the withdrawal is notified to Lymphoma Action in writing as soon as possible, is received no later than 7 working days after the start of the event and is supported by a medical certificate.
7. A discretionary refund may be given if you are unable to attend an event due to exceptional personal circumstances, such as bereavement, family crisis, or personal trauma. The application for a discretionary refund must be made in writing by the delegate no later than 7 working days after the start of the event with full details substantiating the request for an exceptional refund on compassionate grounds.
8. If you are unable to attend an event due to events outside the control of Lymphoma Action we will not be liable or responsible for any failure to perform or delay in performance of any of our obligations under these terms and conditions that are caused by events outside our reasonable control ('Force Majeure Event').

A force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes in particular (without limitation) the following: strikes or other industrial actions; civil commotion, riot, invasion, terrorist attack or threat; fire, storm flood or other natural disaster, impossibility of the use of railway, shipping, aircraft, motor transport or other means of public or private transport or delays in relation to such transport; or impossibility of the use of public or private telecommunication networks. Our obligations under these terms and conditions are suspended for the period that the Force Majeure Event continues and provided that if the Force Majeure Event renders, in our opinion, the event not viable whether from a financial or logistical point of view then we may cancel or postpone the event. If we choose to postpone the event to another date you will be offered to switch your registration to this date for no additional cost. If the event is cancelled as a result of Force Majeure Event we will provide refunds to delegates on the basis of any sums remaining to us after satisfying all our obligations in respect of the cancelled event. You acknowledge that it may be on this basis that no refund is possible.

9. Lymphoma Action reserves the right to postpone or cancel an event, giving at least 10 working days' notice if there are insufficient delegate numbers registered for the event. In this case, all registered delegates will be given the choice to transfer to a new event date (in the case of postponement) or a full

refund (in case of cancellation). In such events a refund will be the extent of our obligation to you and Lymphoma Action will not be liable for any other expenses (such as travel or accommodation) incurred by delegates as a result of this. You are therefore advised not to book travel or hotel accommodation until you have received an email confirmation of your booking from the Education and Training team.

DELEGATE CODE OF CONDUCT AGREEMENT

1. By registering to attend a Lymphoma Action event all delegates are agreeing to abide by a code of conduct. Failure to do so may result in your expulsion from the event. No refund will be due in this instance.
2. Badges must be worn, in plain sight, at all times. If your badge is lost, immediately report to the registration desk for a replacement.
3. Delegates are responsible for all their personal property. Neither Lymphoma Action nor the event venue accepts liability for loss or damage to personal items.
4. Bags and packages must be in your possession at all times. The safety and security of delegates is paramount and unattended items may cause security alerts.
5. Any dietary, access or special requirements should be made known to Lymphoma Action at the time of booking so that we can make preparations where necessary.

If you have any questions please contact the Education and Training team on 01296 619412 or conferences@lymphoma-action.org.uk before completing your booking.