

Education and training event booking terms and conditions

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

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

All booking confirmations and key event information will be sent by the Education and Training team via **email** directly or through our online booking provider (Eventbrite) unless you request confirmation by post. (If you do not receive an email confirmation please check your spam box). Key event information will be sent no later than 48 hours 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.

Please note: tickets for Lymphoma Action events *do not* include travel or accommodation. These arrangements will need to be made by the individual attendee themselves and are not part of the event package.

Payment methods

Online: payment is due immediately when booking with a credit or debit card through Eventbrite. You will be redirected to a payment portal to have payment taken safely. Bookings may have a transaction fee.

Phone: when booking over the phone the full registration charge will be taken from the given card. 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.

For healthcare professional events only

An invoice can be requested for the full registration charge of an event if your trust will cover the cost of your registration fee. We will **only** offer payment by invoice up to 30 days before an event date. Any bookings made within 30 days of an event date will have to be paid for at the time of booking (and no invoice will be offered).

We can only offer to invoice for an event registration on the strict understanding that:

- 1. The invoice is issued to an invoice contact:** a member of your finance department or a senior member of staff.
- 2. The invoice is paid in full before you attend the event.** Please note, we cannot create an invoice within one month of an event as we will need a guaranteed payment before the event takes place.
- 3. If an invoice has not been paid within two weeks of the event date** we will contact you to seek immediate payment.
- 4. If an invoice is still not paid by the date of the event** we will refuse entry to the event unless the full registration is paid on the door by the delegate. A receipt will be provided.

These conditions are crucial as we incur venue and catering costs on behalf of all our delegates. Taking payment before an event means we do not pay any costs of delegates who do not show up, or failed to have their funding approved before requesting an invoice from us. Please contact the education and training team conferences@lymphoma-action.org.uk to ask us to raise an invoice.

Please note: we include a delegate list in all delegate registration packs given at healthcare professional events. This will list the name, job title and company/organisation only (no email address) of all booked delegates. If you do not wish for your information to be shared in this way, please email conferences@lymphoma-action.org.uk

Cancellation policy for all paid-for events

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.**
2. **Cancellations received less than seven 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 or travel bookings. All accommodation and travel bookings will be subject to the companies 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 of an event 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 you notify us in writing as soon as possible, and no later than seven working days after the start of the event, and 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 no later than seven 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 of Lymphoma Action's reasonable control ('Force Majeure Event') 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 these events.

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 of the registration fee paid to us 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 you 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 you agree to abide by a code of conduct. Lymphoma Action events bring together people from a variety of different backgrounds, views and experiences. Please be respectful of other people at all times. Staff and other delegates have the right to be treated respectfully, and any offensive language or behaviour (including swearing, discriminatory, sexually explicit language or abusive, hostile or aggressive behaviour) will not be tolerated. Failure to comply with this code of conduct may result in your expulsion from the event. No refund will be due in this instance.
2. You must wear your identity badge, given at registration, in plain sight and at all times. If you lose your badge, please immediately report to the registration desk for a replacement.
3. You are responsible for all of your personal property that you bring to an event. Neither Lymphoma Action nor the event venue accepts liability for loss or damage to personal items. You must keep your personal bags and packages with you at all times. If you chose to leave suitcases and bags unattended or at registration desks you do so at your own risk. The safety and security of delegates is paramount and unattended items may cause security alerts. If you lose or leave any items at an event venue, please contact the venue direct regarding this. Once Lymphoma Action staff have left the venue we will not be able to help with returning lost items.
4. If you have any access or special requirements please let us know before making your booking. Lymphoma Action event venues are selected so that they comply with standard Equality Act accessibility wherever possible, but in some cases there may be restrictions to the venue.
5. If you have any dietary requirements please let us know when you book. If you fail to do this we cannot cater to specific diets on the day of the event. Although we request venues/caterers to observe a pregnancy diet, we cannot guarantee that all food is appropriate for people who have neutropenia or who are at an increased risk of infection. Anyone who is neutropenia or at high risk of infection should consider whether attending an event at this time is appropriate for them.

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.