

## Lymphoma Action education and training events booking terms and conditions

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 explained below. **Please ensure that you read this document before making a booking.**

### About your booking

- All booking confirmations and key event information will be sent by our Education and Training team via **email** directly or through the online booking system (such as Eventbrite, Zoom or GoToWebinar).  
If you do not receive an email confirmation please check your spam box.
- Key information about the event will be sent no later than 48 hours before the event starts. Please email us at [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk) if you have any queries.
- Please ensure that your email is typed correctly before confirming your booking (as this is the email that all notifications will be sent to). If you need to book offline or don't have an email address to include in your booking, please contact us for advice.
- **Please note:** the ticket prices for our events **do not** include travel or accommodation. You will need to make your own travel and accommodation arrangements as needed, as this is not part of the event package.

### Your details and who we share them with

- Where the event is held in-person (rather than online) we will share your details with the venue where we are holding the event. This is for the purpose of evacuation lists for example in the event of a fire, to enable them to meet any access or other special requirements, and for catering purposes (e.g. dietary requirements). We will only share your name and any special requirements (e.g. access or dietary requirements).
- Where we hold events on behalf of, or jointly with, other groups or organisations, we will share your booking details (excluding financial details) with them. This is in order to contact delegates specifically in relation to the event, for registration lists, or where the attendees are part of a membership with the group or organisation involved.

### Payment methods (for paid events)

Payment is required at the time of booking because we have to pay venue and catering costs for all booked delegates. Taking payment at the time of booking means we don't pay any costs for delegates who book but do not attend on the day.

- **Paying online:** credit or debit card payment is due at the time of booking through Eventbrite, Zoom or GoToWebinar. You will be redirected to a payment portal to have payment taken safely. Please note that some bookings may have a transaction fee.

If you are not able to pay online using a payment card, there are other ways that you can pay. Please be aware that your booking is not confirmed until we have received your payment and confirmed your place in writing.

- **Paying by phone:** if you pay by phone, you will need to give your payment card details, which we will either use to pay online on your behalf, or our finance team will take the payment. We will take the full registration cost. We can send you a receipt by email if you request it, or this will happen automatically if we pay online on your behalf. Once you have paid, you will receive confirmation of your place at the event.
- **Paying by invoice:** please note that we will only allow invoices for healthcare professional events, and only in exceptional circumstances. Any requests to pay by invoice should be sent to [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk)
  - Requests must be received at least 60 days before the event, and must include the name, job title and contact details of the finance department or senior member of staff who has authorised the invoice to be raised.
  - The invoice must be paid at least 30 days before the event is due to start. Bookings will not be confirmed until we have received payment in full. If payments are not made by this time, the booking will be refused.
  - Any requests for invoices made later than 60 days before the event will be refused.

### **Cancellation policy for events**

1. If you need to cancel your registration, please email us at [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk). **Cancellations more than 14 working days before an event will be refunded. Please note that we will take an administration fee of 25% of the ticket price.**
2. **Cancellations received 14 working days or less before an event will not be refunded.** This is because we will have incurred the venue, catering and event admin costs for your place by this time.
3. A discretionary refund may be given if you are unable to attend an event due to exceptional personal circumstances, such as illness or injury, bereavement or a family emergency. To request a discretionary refund please email the full details to [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk) within 14 working days from the date of the event. Refund requests will be considered on a case-by-case basis at our discretion, and may be up to 100% of the ticket price.
4. You can transfer your registration to someone else, if they would like to attend in your place. Please contact us at [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk) to let us know if you would like to transfer your place. Please note that if the transfer is made within seven days of the event date we may not be able to change any dietary requirements. You will also be responsible for forwarding any key event information that you have to the person who is attending.
5. If you fail to attend an event on the day, we will not be able to return any of your ticket cost.
6. If you are unable to attend an event due to circumstances outside of your or our reasonable control ('force majeure event') we will not be liable or responsible for any failure to attend, or to meet our obligations under these terms and conditions.

Force majeure events include 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.

In the case of a force majeure event, our obligations under these terms and conditions are suspended for the period that the force majeure event continues. Where, in our opinion, we consider that running the event is not viable from a financial or logistical point of view, we may cancel or postpone the event. If we postpone the event, we will offer to move your registration to the date at no additional cost (or will return your registration fee if you are not able to attend on the new date). If we cancel the event but still incur the event costs (such as venue and catering) we can only issue refunds after we have paid the event costs, and so this may mean that we cannot offer any refund. By booking your place at an event, you accept that in this situation no refund may be possible.

7. We reserve the right to postpone or cancel an event if booking numbers are too low. In this case, you will be given the choice to transfer to a new event date (in the case of postponement) or a full refund for your registration fee (in case of cancellation). Please note that we will only refund your registration fee, and we are not responsible for any other expenses you might have made (such as travel or accommodation).
8. We are not responsible for any travel or accommodation arrangements or costs that you make in order to attend our events, including cancellations, amendments or refunds. All travel and accommodation bookings will be subject to the companies own terms and conditions. We are not liable to refund you in the event that one of our events is cancelled, or moves date or location. Please consider this carefully when arranging your travel and accommodation.

### **Delegate code of conduct agreement – for all events**

1. By registering to attend an event you agree to abide by a code of conduct. Our 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 mean that we exclude you from the event. No refund will be issued 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 any personal property that you bring to an event. Neither we nor the venue will accept liability for loss or damage to these items. You must keep your personal property with you at all times. If you leave property (including suitcases

or bags) unattended or at registration desks you do so at your own risk. The safety and security of delegates means that unattended items may cause security alerts. If you lose or leave any items at an event venue, please contact the venue directly regarding this. Once we 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** so that we can assist you. We select venues that are accessible wherever possible, but in some cases there may be restrictions to the venue, or when meeting special requirements needs prior arrangement.
5. If you have any dietary requirements please let us know **at the time of booking**. If you don't, we can't guarantee to cater to your dietary needs on the day (and will not be able to make any changes to dietary requirements within seven days of an event). While we make every effort to ensure that catering is appropriate for all of our attendees, we cannot guarantee that all food is appropriate for people who are at an increased risk of infection. If you have neutropenia, are at high risk of infection, or have concerns about infection, you may like to consider whether attending the event is appropriate for you at this time.

**If you have any questions please contact us at [conferences@lymphoma-action.org.uk](mailto:conferences@lymphoma-action.org.uk) before completing your booking.**