Terms and conditions

All bookings are subject to the terms and conditions set out below.

1. Upon completion and submission of the booking form, the Education Department will reserve a place for the named delegate and will send a booking confirmation.

2. By submitting this form, you accept the following cancellation charges, which apply as soon as the booking is made.

3. Cancellations made after the deadline for course applications will incur 100% of the course charge.

4. All cancellations must be made in writing. Replacement delegates may be nominated in writing at any time prior to the start of the course.

5. Where a course is free of charge, cancellation charges for any venue costs associated with the course may be incurred in accordance with the general cancellation policy.

6. It is regretted that no refund will be made to those registrants who have booked a conference place but who are unable to attend on the day. However, substitutes may be made, provided that a name is sent in writing to the Education Department prior to the conference.

7. It may be necessary for reasons beyond the control of the Education Department to alter the content and timing of the courses, the presenter, the date or the venue. If, for any reason, the Education Department needs to cancel the course, delegates will be notified in writing and any pre-paid fees will be fully refunded, but we will not be liable to you for any other costs or losses, whether direct or indirect.

8. The Education Department gathers, holds and processes personal data in accordance with the requirements of the Data Protection Act 1998. Any personal data you supply will be used by the Education Department for the purpose of managing and organising this course. Your details will be included in the delegate list for this course.