

BATOD training and conference cancellation policy

The following terms and conditions apply to all BATOD training events and conferences.

1. If you are unable to attend the event you are booked on, you may arrange for an alternative delegate from your organisation to attend in your place.

If you wish to send a substitute you must inform the conference organisers and confirm the name and contact details of the substitute.

2. If you are unable to attend the event and wish to cancel the booking it MAY be possible for BATOD to take forward the payment for attendance at a similar event, which takes place within 12 months of the originally booked event. Bookings may be transferred only once.

Such a transfer of funding will only be possible if the organisers are informed in writing at least one month before the event and subject to full payment of the booking fee. All such transfers are at the discretion of the organisers of each of the events concerned.

3. If you wish to cancel a booking, such cancellations must be sent to the event organisers in writing. Cancellation charges may apply.

Cancellation charges

The following charges will apply following cancellation of a booking:

12 weeks before the event: no charge

4 – 12 weeks before the event: 50% of booking fee

2 - 4 weeks before the event: 75% of booking fee

Less than 14 days before the event: 100% of booking fee Cancellation of the event by the organisers.

In exceptional circumstances, the event may be cancelled for reasons beyond BATOD's control. In these circumstances, delegates with a confirmed booking will have the following options:

- Requesting a full refund
- Carrying forward the booking for a postponed event. In such cases, delegates would be guaranteed a place at the postponed event
- Naming a substitute representative of your organisation for attendance at the rearranged event.

If you have any further questions about the cancellation policy, please contact the BATOD Treasurer: treasurer@batod.org.uk.