



Event Refund/Cancellation Policy

[extract from our full Terms and Conditions to be found on our website]

1. Event Cancellation by PATOSS/Sponsor

- 1.1. PATOSS reserves the right to cancel an event due to low enrolment or other circumstances which would make the event non-viable.
- 1.2. If PATOSS cancels an event, registrants will be offered a full refund.
- 1.3. Should circumstances arise that result in the postponement of an event, PATOSS has the right to either issue a full refund or transfer registration to the same event at the new, future date.
- 1.4. In the case of cancellation of the event PATOSS bears no responsibility for any loss incurred by delegates for transport or accommodation relating to the event.
- 1.5. The information contained in this leaflet is correct at the time of printing, however, PATOSS reserves the right to make changes to the programme without prior notice.

2. Event Registration Cancellation by Participant.

- 2.1. Cancellations will be accepted in writing only and must be received by the stated cancellation deadlines below.
- 2.2. Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 2 weeks before the event.
- 2.3. Cancellations less than 2 weeks prior to the event – a refund will only be given in exceptional circumstances.
- 2.4. All cancellations will be subject to a £25 administration fee.
- 2.5. Refunds will not be available for registrants who choose not to attend an event.
- 2.6. All refund requests must be made by the attendee or credit card holder.
- 2.7. Refund requests must include the name of the attendee and/ or transaction number.
- 2.8. Refunds will be credited back to the original credit card used for payment.
- 2.9. Delegates are not allowed to sell on their booking privately if they are not able to attend.
- 2.10. These above policies apply to all PATOSS events unless otherwise noted in the corresponding event materials. Please read all individual event information thoroughly.