



## Standard Terms and Conditions

- Payment:** All invoices must be paid within 14 days of the date of the invoice and in any event in advance of the event etc with the exclusion of membership fees (see below).
- General Cancellation Policy:** Any general cancellations received within 48 hours' of the event etc will not be entitled to a refund.
- Conference Cancellation Policy:** Any conference cancellations received 14 days or less prior to the date of the conference will not be entitled to a refund.
- Annual Awards Dinner and Professional Dinners Cancellation Policy:** Any Annual Awards Dinner or Professional Dinner cancellations received 14 days or less prior to the date of the dinner may not be entitled to a refund. A refund will only be agreed if we are able to sell the cancelled item to another party. In the event that we are unable to re-sell the item, the cost will be payable in full.
- Confirmation of registration:** If you have not received confirmation of your registration one week before the conference or event, please telephone 0117 945 8486 to confirm that your registration/booking form has been received.
- Substitute delegates:** Substitute delegates will be accepted at any time – please telephone 0117 945 8486 to notify us of the name of the substitute.
- Payment of Membership fees invoices:** Any invoice that is rendered in connection with membership fees will be payable within 30 days from the date of the invoice. If the invoice remains outstanding at 1 March, membership of the Society will cease until payment has been received.

We reserve the right to charge interest on overdue accounts at 3% above the Bank of England base rate.