

Event booking terms and conditions

Event materials:

- In most circumstances, event/training materials will be issued on the day(s) of the event/training. These materials are made available only to those attending the event/training.
- Materials are provided for the sole use of the delegate and may not be reproduced whether in whole or part, shared or distributed by any method whatsoever without prior permission of the copyright owner.

Booking confirmation:

- Booking confirmations will be sent via email and should be received shortly after booking. If you have not received an email confirmation within 24 hours of making your booking please contact the events@tinnitus.org.uk

Payment terms and discounts:

- Credit card payments must be made at the time of booking.
- Bookings made via invoice, must provide a valid purchase order (if required) within thirty working days prior to the start of the event/training.
- At the point of booking any discount offered applies to the person attending the event. Substitutes are welcome however, if they are not entitled to the discount, the appropriate additional charge will be incurred.
- Courses must be paid for in full ten working days before the start of the event/training.

Transfers:

- If the booker is no longer able to attend the event, the event place can be transferred free of charge.
- All transfers must be made in writing to events@tinnitus.org.uk including details of the new attendee at least two working days prior to the event/training.

Cancellations:

- All cancellations must be made in writing to events@tinnitus.org.uk
- Attendees have 24 hours after making a booking to cancel their place free of charge
- Cancellation within 30 days of the event 50% per ticket cost will be charged.
- Cancellation within 10 days of the event 75% per ticket cost will be charged.
- Cancellation less than 10 days of the event 100% per ticket cost will be charged.
- In the event of a cancellation, wherever possible, we will transfer to the next available course less any monies lost in payment to venues for your place.