

## **CLA EVENTS CANCELLATION POLICY**

The CLA is committed to providing high quality events for the benefit of its members. We recognise that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations we ask that members notify us of their need to cancel an event booking as soon as possible.

Similarly, the CLA will on occasion find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation.

### **Cancellation by delegates on events for which there is an attendance charge:**

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

1. Please send cancellation details to the event organiser by email or by telephone as soon as possible.
2. Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc), so we can ensure that we offer them the best possible experience at the event.
3. If you notify the CLA of your cancellation **up to two weeks prior** to the event, we will provide a full refund.
4. If you notify the CLA of your cancellation **less than two weeks prior** to the event, the full cost will be payable.
5. Where you have booked a place at an event and do not attend without notifying the CLA of your cancellation, the full charge will be payable.

### **Cancellation by delegates on events for which there is no attendance charge:**

If you need to cancel your booking/s for a free event, our cancellation policy is as follows:

1. Please send cancellation details to the event organiser by email or by telephone. We request that delegates inform us of cancellations as soon as possible so we can reallocate the place to a person on the waiting list. Our events are often over-subscribed and your place could then be filled by another delegate.
2. Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc) so we can ensure that we offer them the best possible experience at the event.
3. The CLA will accept cancellations and substitutions made up to the day of an event. For cancellations on the day of the event and for non attendance the CLA reserves the right to charge a fee of £20.

### **Cancellation of an event by the CLA:**

The CLA is committed to offering high quality events that meet the needs of members and will always aim to run events once delegates have booked onto them. Occasionally circumstances will arise which result in the need to cancel an event. When this is the case the CLA will take active and positive steps to inform you as soon as possible by phone and/or email. The CLA reserves the right to modify or cancel any event if unforeseen circumstances arise but we will do our utmost to avoid doing so.

Where the CLA cancels an event that you have paid to attend, we will offer you a full refund. Full advice on refunds/credits will be provided at the time of cancellation.

Date 01/12/2017