

## **ERT Conference: terms & conditions**

We understand that it is sometimes necessary for delegates to cancel their conference booking. If it is necessary for you to cancel, please contact ERT as soon as possible.

1. All cancellations are charged a £10 administration fee.
2. For cancellations made within ten weeks before the start of the conference, the registration fee will be refunded minus a 10% administration charge.
3. For cancellations made within four weeks before the start of the conference, the registration fee will be refunded minus a 25% administration charge.
4. No refund can be made for non-attendance at the conference. However, where circumstances are exceptional, a refund will be considered at the discretion of ERT.
5. Up to four weeks before the conference, we will allow a replacement for attendees at no extra charge. If a replacement is made less than four weeks before the conference, a 10% administration fee will be applied.
6. In exceptional circumstances the conference may be subject to cancellation. We will make every endeavour to inform delegates as soon as possible if this occurs, and you will be offered a full refund minus a £10 administration charge.
7. ERT will not sell, trade or rent your personal information to others. Details provided to ERT will be used solely for the purposes of booking and health & safety. Personal data are treated in compliance with UK data protection rules.
8. All payments to be paid in British pounds sterling.