



### **Conference Cancellation Policy**

1. If a registrant is unable to attend an event for any reason they may substitute, by arrangement with the registrar, someone else from the same institute/organization.
2. If a registrant is unable to attend, and providing the conference organizers are informed in writing by the final date for payment that is displayed on the website for the event in question, a registrant can leave the fee paid with the organizers as payment towards a place at the same event or another Tutoring Conference event that takes place in the 12 months following the originally booked event.
3. Where the registrant is unable to attend, and is not in a position to transfer his/her place to another person or to another event, then the following refund arrangements apply:
4. Registrations cancelled more than 60 days before the event will be refunded 50% of the registration fees.
6. Registrations cancelled less than 60 days before the event will not be eligible for a refund.
7. Early bird conference registrations are not refundable.
8. Conference materials for registered participants who are for whatever reason unable to attend will be mailed by regular post to the address we have on file. This will only be done once. Should you have to withdraw please ensure we have your correct mailing address on file.
9. In the event that printed materials have been ordered and the speaker is unable to attend, additional postage charges may be applied.

Refunds will be made in the following ways:

1. For payments received by credit or debit cards, the same credit/debit card will be refunded.
2. For all other payments, a paper check will be made to the payee nominated account.

Please note: For payments received from outside the US by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrant's account.

The policy as stated on this page is valid from January 2017.