

Registration Conditions

Payment must be received prior to attending the event and can be paid in £ Sterling, € Euro or US \$. *NB: Credit card payments can only be taken in £ Sterling, unless payment is made online via our secure payment system.*

The Course/Seminar Fee includes training course/seminar lecture notes lunches and refreshments. **Accommodation** is not included in the fee.

Joining instructions i.e. a letter of confirmation, directions and hotel information will be sent upon receipt of your registration. Please contact the training administrator if you have not received these within 7 days of registration.

Cancellations

1. Cancellation terms for Courses/Seminars held at Shawbury:

- **Cancellations made up to 14 days** or more before the requested course/seminar date will be refunded, less a 20% administration fee.
- **Cancellations made within 14 days** of the course/seminar date will be subject to the FULL course fee and no refund will be given.

2. Smithers Rapra cannot be held responsible for delegate cancellations and 'no-shows' arising from situations beyond its control, e.g. failures to travel or attend owing to cancelled flights, missed connections, weather conditions, strikes etc., emergency or illness. Smithers Rapra may, *at its discretion* provide a substitute event, or alternative date, if available.

Delegate Substitutions can be made at any time without incurring extra charge.

Transfers to later Course/Seminar Dates - *this option only applies when more than one date is offered for the same course/seminar.*

- **Requests to transfer to a later course/seminar date made up to 14 days or more** before the requested course date will be accommodated, ***subject to availability of places on the new course/seminar date.***
- **Requests to transfer to a later course/seminar date made within 14 days** of the course date will be regarded as a cancellation and subject to the FULL course fee and no refund will be given.
- The option to transfer can be used only once, after which non-attendance will be treated as a cancellation and all outstanding invoices will be due.

Amendments to Programmes - Smithers Rapra reserves the right to cancel or modify any event in its programme. In the event of a cancellation where an alternative cannot be provided, payment received in respect of that course will be refunded in full. **The liability of Smithers Rapra is limited to the reimbursement of the course/seminar fee.**