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.