

UKCP Events Cancellation Policy

1. Delegate cancellations

- More than 60 calendar days before the event: Full refund minus a £25 administration fee.
- 30–60 calendar days before the event: 50% refund.
- Less than 30 calendar days before the event: No refund.
- Substitute delegates: A replacement attendee may be nominated at any time at no additional cost by emailing to events@ukcp.org.uk.

2. Non-attendance

No refund will be made for non-attendance.

3. Event cancellation by UKCP

If UKCP must cancel an event due to unforeseen circumstances, delegates will receive a full refund or may transfer their booking to a rescheduled date. UKCP is not responsible for travel or accommodation costs.

4. Event postponement

If an event is postponed, delegates may transfer to the new date or request a full refund within 14 calendar days of notification.

5. Amendments to the programme

UKCP reserves the right to make changes to the programme content, speakers, or venue. Such changes do not constitute grounds for a refund.

6. Force majeure

If an event is cancelled due to circumstances beyond UKCP's control, UKCP will attempt to reschedule the event where possible.

7. Payment terms

Registration fees must be paid in full at least 14 calendar days prior to attendance.

8. Exceptional circumstances

Refund requests outside the standard policy may be considered in exceptional cases (e.g., serious illness or bereavement). Supporting documentation may be required.

9. Data protection

Personal data collected during the registration process will be processed in accordance with UKCP's Privacy Policy. Delegate information may be shared with presenters only where necessary for event delivery.

10. Photography and recording

UKCP may take photographs or record sessions for promotional or educational purposes. Delegates will be notified in advance. If you do not wish to be recorded or photographed, please inform the event organiser prior to the event.

11. Use of materials

All event content, including any slides and recordings, is the intellectual property of UKCP or the presenter and must not be copied, distributed, or used without permission.

12. Health and safety

Delegates are expected to follow all venue health and safety guidance. Individuals who feel unwell on the day should not attend and are encouraged to contact the events team at events@ukcp.org.uk regarding options.

13. Accessibility

UKCP is committed to ensuring events are accessible to all attendees. If you require reasonable adjustments or have specific access needs, please notify events@ukcp.org.uk at least 14 calendar days before the event.

14. Code of conduct

UKCP is committed to providing a safe, respectful, and inclusive event environment. Disruptive or inappropriate behaviour may result in removal from the event without refund.

15. Late arrivals

Delegates arriving late may be admitted at an appropriate break in the session to minimise disruption.

16. Right to refuse

UKCP reserves the right to refuse any booking at its discretion. In such cases, any fees already paid will be refunded in full.

17. Alignment with UKCP Standards

All events follow UKCP's values, standards and ethical practices as outlined on the [UKCP website](https://www.ukcp.org.uk).