

UKCP Online Events Cancellation Policy

These terms and conditions (T&Cs) apply to events organised and administered by the UK Council for Psychotherapy (UKCP), as advertised on our website. Booking a place at a UKCP event constitutes your acceptance of our T&Cs and your agreement to comply with them. Please note that we reserve the right to change these terms without notice. A record of any changes is kept by UKCP and available upon request. Event attendees accept our T&Cs at the point of booking, regardless of whether they have changed since the booking was made.

Please note that these T&Cs do not apply to:

Partnership events in collaboration with the UKCP, where third-party suppliers manage the booking process on their website or third-party platform. Delegates can liaise directly with the partner regarding their T&Cs.

1. Delegate cancellations

Delegates may request to cancel their place at an event at any time.

Free events: You can cancel your place by locating your confirmation email and managing your booking through the registration platform.

Paid events: Please email events@ukcp.org.uk to request a cancellation.

Refund values will be determined according to the notice period provided prior to the event date. Event lead times are calculated from the point at which the first part of the event content is delivered, regardless of format or duration.

- More than 30 calendar days before the event: Full refund minus a £25 administration fee.
- 14–30 calendar days before the event: 50% refund.
- Less than 14 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.

Refunds will be issued using the original payment method. This is normally processed within seven to 10 days after your cancellation is accepted.

2. Non-attendance

No refund will be made for non-attendance.

3. Event cancellation by UKCP

If UKCP must cancel an online event due to unforeseen circumstances, delegates will receive a full refund or may transfer their booking to a rescheduled date.

4. Event postponement

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

5. Free online events

If you are unable to attend a free online event, please cancel your place, if possible, this allows UKCP to offer your place to someone wishing to attend.

6. Amendments to the programme

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

7. Technical requirements and issues

- for online events, no refunds will be issued for technical difficulties experienced by individual delegates
- participants are responsible for ensuring they have a stable internet connection, access to the required platform (e.g., Zoom or Teams) and functioning audio/visual equipment. Refunds will not be provided for technical issues on the participant's side
- if technical problems on the organiser's side significantly disrupt the event, a new session may be scheduled, or a refund/credit may be offered
- please refer to the end of this policy for further details regarding the technical requirements for online events.

8. Unforeseen circumstances beyond our control

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

9. Payment terms

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

10. Exceptional circumstances

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

11. 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.

12. Recording

For online events delivered via Zoom Webinar, only speakers are video recorded. However, attendees should note that questions submitted via the Zoom Webinar Q&A function may be included in the event recording. While attendee names are not normally included when questions are read out, anyone wishing to remain anonymous can submit their question anonymously using the Q&A function.

For online events hosted on Zoom Meeting, speakers and attendees with their cameras on will be video recorded. Attendees should also note that if they ask a question (either in writing or verbally), then their contribution might be included in the event recording. If you raise your hand and are invited to ask a question by the event chair, you will be video recorded. If you submit a question via the chat tab, your name and question – as read out by an event chair – will be included.

Some of our events are recorded, subject to the permission of the speakers and in accordance with the format and objectives of the event. Recordings of events for which a fee was charged will be made available only to paying participants via UKCP's Vimeo account, with access granted for up to one year post-event. On occasion, certain recorded events, either in full or in part, may be published on UKCP's eLearning platform where they are deemed to offer educational value. In most cases, these will be free for all members to access. However, in some instances, a charge may apply.

Please refer to the event page for confirmation of the recording arrangements for each event or contact events@ukcp.org.uk for further information.

Please note that event content belongs to UKCP and must not be copied, displayed or used without permission by UKCP.

13. Use of materials

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

Attendees must not use AI tools, transcription software, screen-recording tools or any other recording

devices during events. All content is proprietary and copyrighted by UKCP. Content may also contain sensitive information

Any breach of these terms may result in removal from the event.

14. Accessibility

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

15. 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 online event without refund.

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).

Additional information regarding technical requirements

UKCP runs a variety of online events. The delivery of these events is subject to the additional terms and conditions outlined below.

1. Platform

Our online events are delivered via Zoom Webinar, Zoom Meetings, Microsoft Teams Webinar, Microsoft Teams Meetings or another approved third-party platform. Joining instructions will be sent to registered delegates one to two days before the event.

Delegates who choose to join using their own Zoom account are advised to test and update their software in advance. However, a Zoom account is not required to access our online events.

2. Log in requirements

Attendees should log in using the email address used at registration and ensure their full name is displayed, rather than a nickname or abbreviation. This helps UKCP accurately record attendance and verify that access to the event is limited to registered delegates.

If attendees choose to submit a question anonymously during the event using the available platform functions, their name will not be shared with speakers, chairs, or other attendees.

3. Technical difficulties

Before booking a place, it is the delegate's responsibility to ensure that they have the necessary equipment, up to date software and sufficient internet access to participate in the event. Where possible, we recommend joining online events on a computer rather than a tablet or phone.

If you experience difficulties joining or during the event (for example, patchy audio or video), please try the following:

- close any other programmes or apps using the internet
- turn off wifi on other devices in your household
- move closer to the wifi router
- leave the platform and rejoin.

If the issue persists, please email our events team at events@ukcp.org.uk. Please note that some technical issues cannot be resolved by UKCP, as they may be related to the attendee's own equipment, software or internet connection. In such cases, UKCP accepts no liability and no refund will be issued.

Although all chairs and speakers test their equipment in advance, UKCP cannot be held responsible for technical issues affecting speakers during a live event. If an event cannot proceed due to such issues, UKCP will make reasonable efforts to reschedule or reformat the event. Delegates will be notified via email.

If a delegate cannot attend the rescheduled date, they will receive a full refund of the registration fee.

4. Audio and video etiquette

At events hosted on Zoom/Microsoft Teams:

- attendees should keep their video off if requested
- microphones must remain muted unless invited to speak by the chair
- attendees must not take photographs, record the session or capture audio/video of speakers or participants without explicit permission.

5. Zoom updates

Zoom regularly releases updates that introduce new features and fix bugs. If you use the Zoom application, it is recommended that you ensure it is up to date before joining an event. Instructions for checking the latest updates can be found on [Zoom's website](#).