



Registration Terms and Conditions

HQP Partner Day, 25 June 2019

The Welcome Centre, Coventry

It is your responsibility to ensure all details given on the online booking form are accurate and that you pay careful attention to dietary requirements, particularly if you are making the booking on behalf of someone else. You are required to gain permission of each person you register to provide their personal details, including email address, for conference registration.

Once details of your booking have been received you will be sent an email confirmation of booking or invoice. If payment is required, your confirmation letter will be sent when payment has been received in full.

Payments

Please be aware that conference fees must be paid in full by Tuesday 11 June 2019 at the latest. Attendees with an outstanding payment will be asked to pay at registration prior to entry.

Conference cancellation and substitution policy

For cancellations more than six weeks prior to the conference (i.e. on or before Tuesday 14 May) a refund minus a £10.00 admin fee will be given.

For cancellations less than six weeks (i.e. after Tuesday 14 May) prior to the conference no refunds will be made. Please note that if an invoice for the conference registration fee has been delivered but remains unpaid in whole or in part then the fee remains due from the cancelling delegate.

Substitutions are offered free of charge.

You must follow these instructions to notify the conference outsourcing company, The Compleat Conference Company Ltd, of any substitutions or cancellations. If a registered delegate is unable to attend the conference and there will be no substitution he/she should:

- Email confirmation of the cancellation to cheryl@compleatconference.co.uk

If a registered delegate is unable to attend the conference but wishes to **substitute** someone to attend in his/her place then he/she should use the above procedure notifying the substitute details, i.e. name, job title, organisation, email address and any dietary or special requirements.

Dietary Requirements

You must specify any dietary requirements on your booking form. If you are booking on behalf of somebody else, it is your responsibility to ensure the information you provide of any dietary requirements is accurate.

We will do our best to accommodate any special dietary requirements requested at the point of substitution but cannot guarantee.