



# REGISTRATION & CANCELLATION POLICY

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## Terms & Conditions

### 1. Cancellation Policy – if a Delegate cancels their registration

- 1.1 Delegate registration may be assigned to another person if replacement name and details are provided in writing to the AIR Events Team NO LATER THAN 7 days prior to the event. However in the situation where the Event is fully subscribed and a waiting list is kept, the registration will be transferred to the next person on the waiting list.
  - 1.1.1 The delegate will receive a full refund and the replacement delegate will need to submit a registration form together with payment.
  - 1.1.2 If the replacement is not an AIR member the non-member registration fee will apply.
  - 1.1.3 CPD hours will be allocated to the designated attendee.
- 1.2 If the delegate is unable to attend and a replacement cannot be registered the following applies;
  - 1.2.1 Refunds may be granted if the AIR Events Team is notified in writing NO LATER THAN 7 days prior to the event. The AIR will use its discretion in granting these refunds, and will consider extenuating circumstances on a case by case basis.
  - 1.2.2 Refund requests will be accepted by email or fax.

### 2. Cancellation Policy – if the AIR cancels the Event

- 2.1 The AIR reserves the right to cancel an Event.
- 2.2 A full refund will be issued.
- 2.3 The AIR is not liable for travel costs, hotel costs, or any other costs or expenses which may be incurred by registrants as a consequence of the Event being postponed or cancelled.
- 2.4 If the event has been postponed, delegates will be notified in writing and will have the option to either receive a full refund or transfer registration to the same Event at the new, future date.

### 3. Limitations of Registrations

- 3.1 Registrations will officially close 14 DAYS PRIOR to the Event.
- 3.2 Registering on the day to attend an event is STRONGLY DISCOURAGED. This is in order to be able to provide accurate and succinct registration details to organisers, allow for correct booking numbers, and managing the event finances.
- 3.3 Registrations to the Event are limited and places will be allocated in the order they are received by the AIR Events Team.
- 3.4 Should the Event be fully subscribed, a waiting list will be kept and offered if there are cancellations.
- 3.5 Payment will not be processed for any delegates on the waiting list, unless an available placement is confirmed.
- 3.6 Places for the Event cannot be reserved unless full payment has been received.
- 3.7 No cash or cheques will be accepted for registration after the Event has taken place.
- 3.8 Delegates are encouraged to receive future discounts by becoming members of the AIR.
- 3.9 All applications sent by fax or by mail must be accompanied by payment (cheque, money order or credit card).
- 3.10 No responsibility can be taken by the AIR for non receipt of faxed registrations.