

Refund & Cancellation Policy

This educational event has very limited capacity, places are strictly limited and significant planning and costs are incurred in advance of the event.

For this reason, all bookings are subject to the following refund policy.

- Cancellation requests made more than **60 days** before the event may be considered for a **full refund** of the fee paid.
- Requests made **30–60 days** before the event may be eligible for an **80% refund** of the fee paid.
- Cancellation requests made **14–30 days** before the event may be eligible for a **50% refund** of the fee paid.

No refunds will normally be issued for cancellations made within **14 days** of the event date, except in exceptional circumstances.

Refund requests may be considered in exceptional circumstances, including:

- Serious illness or injury
- Bereavement
- Other significant unforeseen circumstances beyond the participant's control

Requests must be submitted in writing as soon as reasonably possible and may require supporting evidence (such as a doctor's note or other appropriate documentation).

Please note that refunds will not normally be provided for:

- Change of mind
- Personal scheduling conflicts
- Work commitments
- Travel delays or inability to attend
- Failure to attend the event

At the RSA's discretion, participants may be permitted to transfer their booking to another attendee, provided the request is made in advance.

If the organiser cancels the event, participants will be offered either:

- A full refund; or
- An alternative event date, where appropriate.

Nothing in this policy affects your statutory rights under UK consumer law.