

Event Terms and Conditions

Section 1 – Payment and Fees

- 1.1 Once you have completed your booking we will issue you with an invoice for the total fees payable. Your payment is due within 30 days of the invoice date, or immediately if the booking is made within 30 days of the event. If your payment is not received within 30 days of the invoice date, or immediately if the booking is made within 30 days of the event, ARC reserves the right to cancel your booking.
- 1.2 Your invoice is only deemed to have been settled when the full amount has been paid and received by ARC in cleared funds. For bank transfers, it can take up to ten working days for funds to be cleared and with ARC.
- 1.3 All late bookings, confirmed within 15 days of the start date of the event, will be subject to the normal event terms and conditions.

Direct Bank Transfer payments

- 1.4 If you wish to make a direct bank transfer payment, please use the details below:

Account Name: Academic Registrars Council

Bank Address:
TSB Bank PLC
Ludgate
Hull

Sort Code: 301825
Account Number: 01534408

IBAN: GB41 LOYD 3018 2501 5344 08
SWIFTBIC: LOYDGB21072

- 1.5 If you wish to make a payment by direct bank transfer, please ensure this is accompanied by a remittance advice and emailed to aua.finance@aua.ac.uk.
- 1.6 Please note that the ARC must receive the full amount shown on the invoice. Any fees or charges which are levied by the bank for you to make this payment should be paid by you directly and should not come out of your ARC fee payment. If you do not pay these bank charges you will still be liable for the difference between the amount that is paid to us and your total fee payable. Any shortfalls in the fee must be paid before your attendance at the event.

Section 2 – Cancellation Policy

- 2.1 If you wish to cancel your place, you must notify the ARC in writing to aqa.events@aua.ac.uk. If you cancel your booking within 0 – 29 days (inclusive) of the event date, you will be subject to the charges shown in the Refunds Policy section below.
- 2.2 If you fail to attend an event and do not give us written notification before the event, you will also be subject to the charges shown in the refunds section below.

Section 3 - Substitutions

- 3.1 You may substitute an original delegate with another person up to 7 days (inclusive) before the event by notifying us in writing to aqa.events@aua.ac.uk. A £40 fee (inclusive of VAT) will be applied in this instance.
- 3.2 Within 6 days (inclusive) of the event, substitution of one delegate for another cannot be made.

Section 4 - Transfers

- 4.1 You may transfer a booking to another event, up to 14 days (inclusive) before the event by notifying the ARC in writing to aqa.events@aua.ac.uk.
- 4.2 The event you wish to transfer your booking onto must take place within 12 months of the originally booked event.
- 4.3 Transfers can only be made once.
- 4.4 A £40 (inclusive of VAT) transfer administration fee will be applied in all instances. This must be paid within 30 days of the date of invoice, or we reserve the right to cancel your transfer.
- 4.5 If you notify us more than 30 days (inclusive) before the start date of the originally booked event, a £40 fee (inclusive of VAT) will be applied.
- 4.6 If you notify us within 29 days (inclusive) of the start date of the originally booked event, you will be charged for 25% of the original fee against your original booking, and a £40 transfer administration fee. The remaining balance will be transferred to the new event.
- 4.7 If you notify us within 14 days (inclusive) of the start date of the originally booked event, we cannot transfer your booking to another event. You will be liable for the full fees.
- 4.8 If any transfer is subsequently cancelled or changed at any time, you are still liable to pay the full amount. Only one transfer is permitted per booking. Any transfers or cancellations made will be subject to the refund policy section below.

Section 5 - Refunds Policy

5.1 Cancellations will result in the following costs being incurred (due within 30 days of invoice):

Days prior to start of event	Fee payable
30 or more	No charge
15 – 29 days	50% of original package amount
0 – 14 days	100% of original package amount

5.2 Transfers will result in the following costs being incurred (due within 30 days of invoice):

Days prior to start of event	Fee payable
30 or more	£40 transfer administration fee (inclusive of VAT)
15 – 29	25% of original package amount plus £40 transfer administration fee (inclusive of VAT)
0 – 14	100% of original package amount

5.3 The original package amount is the amount that has been invoiced, this may show a discount if the delegate is a member.

5.4 If ARC incurs any bank charges for refunding your booking we may deduct this from your overall refund.

Section 6 - Force majeure

6.1 If the event cannot be held because of circumstances beyond our control (including fire, explosion, act of terrorism, or any act or event beyond our control) or because of any industrial action or dispute involving ARC or the hosting venue, or circumstances where speakers are not available for reasons beyond our control and substitutes cannot be found, ARC will refund all fees paid but will not be liable for any losses whether indirect or direct suffered by delegates as a result of the cancellation of the event.

Section 7 - Images

7.1 ARC reserves the right to employ photographers to take photography and video of delegates at any ARC event. The ARC reserves the right to use any images taken of

delegates at an event for marketing and advertisement purposes, without any further approval required.

Section 8 - Other terms

- 8.1 ARC reserves the right to remove any delegate from the event should their behaviour be deemed to be inappropriate by ARC or its partners. This would result in no refund of event fees or other costs being paid.