

## **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. If your payment is not received within 30 days of the invoice date, AUA 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 AUA in cleared funds. For bank transfers, it can take up to ten working days for funds to be cleared and with AUA.

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.

#### **UK Direct Bank Transfer payments**

1.4 If you wish to make a direct bank transfer payment from a UK or ROI account, please use the details below:

Account Name: AUA Enterprises Limited

Bank Address:  
Barclays Bank PLC  
Manchester Universities Branch  
137 Oxford Road  
Manchester  
M1 7EA

Sort Code: 205513  
Account Number: 53755851

IBAN: GB49 BARC 2055 1353 7558 51  
SWIFTBIC: BARCGB22

1.5 If you wish to make a payment by direct bank transfer from a UK or ROI bank account, please ensure this is accompanied by a remittance advice.

1.6 Please note that the AUA 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 AUA 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.

### **International Direct Bank Transfer payments**

1.7 If you wish to make a direct bank transfer payment **from an non UK or ROI account**, please use the details below:

Account Name: Association of University Administrators

Bank Address:  
Barclays Bank PLC  
Manchester Universities Branch  
137 Oxford Road  
Manchester  
M1 7EA

Sort Code: 205513  
Account Number: 20131962

IBAN: GB33 BARC 2055 1320 1319 62  
SWIFTBIC: BARCGB22

1.8 If you wish to make a payment by direct bank transfer from an international bank account, you must include the name of the delegate or their AUA membership number as a reference at the time of making the booking.

1.9 For international delegates booking on to an AUA event please note that your booking will only be confirmed upon receipt of full payment. Once payment is received, a receipt can be sent to you at your request for no charge. If you additionally require a letter of confirmation, this will be subject to a £40 fee (inclusive of VAT). The letter of confirmation will only be issued once the fee has been paid in full. Letters of confirmation can take up to five working days to produce after the administration fee has been paid.

1.10 Please note that the AUA 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 AUA 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 AUA in writing to [auevents@aua.ac.uk](mailto:auevents@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. Please note UHR bookings have different arrangements which are laid out in section 5.1.1.

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 [auevents@aua.ac.uk](mailto:auevents@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 AUA in writing to [auevents@aua.ac.uk](mailto:auevents@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):

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

5.1.1 – UHR Conference refund policy.

Cancellations will result in the following costs being incurred:

<b>Dates prior to start of event</b>	<b>Fee payable</b>
31 <sup>st</sup> January and before	No charge
1 <sup>st</sup> February	50% of original package amount
1st April	100% of original package amount

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

<b>Days prior to start of event</b>	<b>Fee payable</b>
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 the AUA 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 AUA or the hosting venue, or circumstances where speakers are not available for reasons beyond our control and substitutes cannot be found, AUA 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 The AUA reserves the right to employ photographers to take photography and video of delegates at any AUA event. The AUA 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 AUA reserves the right to remove any delegate from the event should their behaviour be deemed to be inappropriate by AUA or its partners. This would result in no refund of event fees or other costs being paid.