



South Glos Parent Carers Event/Training Cancellation/Refund Policy

South Glos Parent Carers (SGPC) reserves the right to cancel an event due to low enrolment or other circumstances which would make the event /training session non-viable.

If SGPC cancels an event, participants will be offered a full refund. For all bookings, the liability of SGPC shall be limited to the amount of the fee actually paid to SGPC by the delegate.

Should circumstances arise that result in the change of venue or postponement of an event, SGPC has the right to either issue a full refund or transfer registration to the same event at the new, venue or future date.

Cancellation by Participant

Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 1 week before the event.

Cancellations received prior to the deadline are eligible to receive a refund less a booking charge (10% service fee and the costs of paying by credit cards/ PayPal/Stripe).

Cancellations received after the stated deadline will not be eligible for a refund unless there are exceptional circumstances.

Refunds will not be available for participants who do not attend an event.

Cancellations will be accepted by letter, e-mail, text message, FB Messenger and must be received by the stated cancellation deadline.

All refund requests must be made by the attendee or payee.

Refund requests must include the name of the attendee and/or transaction number.

Refunds will be credited back to the original method used for payment.



Exhibitors

At some of our events SGPC have the option for exhibitors to display a stall showing their organisation.

We do not allow exhibitors to use our events as fundraising opportunities only to inform our members and promote their organisation.

Our events are usually a fundraising opportunity to help SGPC and therefore we ask exhibitors for a contribution when they attend our events.

No refunds will be given in respect of cancellations received less than 14 days prior to the date of the event.

There will be no refunds if the event has to be cancelled on the day due to unforeseen weather conditions unless the venue reimburses us.

This policy applies to all our events/training programmes unless otherwise stated in the corresponding event materials. Please read all individual event information thoroughly.

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