

Events terms and conditions

This terms and conditions policy has been created by the West of England Academic Health Science Network (AHSN) to ensure that the public funding provided to us is used efficiently and responsibly.

In registering your attendance at our free events via the Eventbrite booking system, you are agreeing to abide by our terms and conditions as detailed below. This will make sure that the events that we run are suitably planned for its audience, run on time, to full capacity and that all participants receive the planned development activities.

Event tickets

1. All event tickets must be booked via our Eventbrite booking system
2. All delegate tickets are free of charge and lunch and refreshments will be provided unless otherwise stated.
3. Our preferred method to contact you is email, so you should take care to provide a current, valid work email address. Please avoid providing us with your personal email addresses, unless you are a patient, carer or member of the public.
4. We do our best to assist with any special requirements, including dietary and access requirements. Please do make this know during registering your ticket on Eventbrite.
5. On some instances we may filmed or photograph during our events. Buying a ticket confirms your consent to the filming and sound recording of yourself as a member of the audience, unless otherwise stated.

Attending an event

1. Unfortunately we cannot take any responsibility for any loss, damage or injury caused during our events
2. Our Welcome address are designed to inform delegates of any security, health and safety rules which need to be abided to during the course of the event.

Cancellation and non-attendance

1. In letting us know that you are unable to attend in good time, we will be able to offer your place to those who may be on a waiting list or re-advertise its availability.
2. In the first instance, we would require all cancellations to be made via Eventbrite. On registering to the event, you would have been asked to create your own account. To cancel the booking, please log back on to your account. Eventbrite will automatically notify us of your cancellation, and we will accept this as formal notification.

3. If you are unable to log on to Eventbrite for any reason, you can also notify us of your cancellation via email to events@weahsn.net. Either form will be accepted as formal cancellation.
4. All cancellations must be made in writing no later than **seven working days** prior to the event. Cancellations made **less than seven days** of the event without a replacement will incur a charge of £40 and an invoice will be sent to the participants finance department.
5. We understand that cancelling at short notice is sometimes unavoidable. However, your commitment to attending the event is crucial to the overall success and outcome of our events.
6. Non-attendance is classed as a participant not attending on the day of the event, without prior notification to West of England AHSN team, and without the provision of a suitable replacement. If you fail to attend the registered event we will immediately invoice you £40 for non-attendance.

Contacting the AHSN

1. If you need to contact us regarding any of our events please email events@weahsn.net and we'll endeavour to respond to your email within two working days.