

Cancellation Policy

If you need to cancel your place at our events, please let us know.

The West of England Academic Health Science Network (West of England AHSN), provides, on most if not all instances, free participant places to our events. This cancellation policy has been created to ensure that the public funding provided to us is used efficiently and responsibly.

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

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.

Cancellation

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 with your details. Eventbrite will automatically notify us of your cancellation, and we will accept this as formal notification up to **7 working days** prior to the event.

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.

Cancelling either by Eventbrite or via the events@weahsn.net email address will be accepted as formal cancellation.

Late cancellations

Late cancellations will be classed as any booking cancelled **less than 7 days** of the event. In such instances we may require you to provide a replacement of the same or equivalent level. In most cases, replacements can be made up to and including the day of the event.

Non-attendance

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.

Penalties for non-attendance

- If you fail to attend **two** events we will immediately place you on the waiting list for any subsequent events you register to attend.
- If you fail to attend **three** events we will notify your *organisation and access to all West of England AHSN events will be removed for 6 months.
- If you fail to attend **four** events we will notify your *organisation and access to all West of England AHSN events will be removed for one year.

**NB: For Public Contributors, we will notify the PPI Manager in place of the organisation.*

How much notice should I give?

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. The below outline has been created to give an overview of much notice is required:

Type	Timescale	Action required
Cancellation	7 or more days before the event	<ul style="list-style-type: none"> • Notify the West of England AHSN of your cancellation by Eventbrite or email. West of England AHSN will offer place to waiting list or re-advertise.
Late cancellation	Less than 7 days before the event	<ul style="list-style-type: none"> • Notify West of England AHSN by cancelling place on Eventbrite or email, and; • Replacement to be provided of the same or equivalent level.
Non-attendance	-	<ul style="list-style-type: none"> • West of England AHSN to report back to participant's organisation. • Penalties for non-attendance will apply.

If you have any queries please contact events@weahsn.net