



The Association for Palliative Medicine

APM Events: Terms and Conditions for Registrants

1. PAYMENTS AND CONFIRMATION OF BOOKING

Once details of your online booking have been received you will be sent a request for payment via email. Your confirmation details will be sent when payment has been received in full.

Payment of your registration fee can be made by cheque or bank transfer. All APM events are charged in pounds sterling and all payments must be received in pounds sterling.

Payments made from any other currency should be made by International Bank Transfer and the remitter is responsible for settling all resultant bank charges. These charges can be reduced by ensuring you use the IBAN and BIC number included on the request for payment.

1.1 Early Bird Registrations

Early bird registration fees must be paid within 15 days of the request for payment being issued or by the close of the early bird, whichever date occurs the soonest.

If payment has not been received by the close of the early bird, your booking will automatically be transferred to the standard rate and a new request for payment will be issued. It is your responsibility, where appropriate, to liaise with your accounts department to ensure that payment is made at the amended booking rate.

1.2 Standard Registrations

Standard registration fees must be paid within 15 days of the request for payment being issued or by the Friday before the first day of the event, whichever date occurs the soonest.

2. CANCELLATIONS & CHANGES TO BOOKINGS

2.1 Cancellations by Registrants

Notice of cancellation must be received in writing and submitted by contacting sales@compleatconference.co.uk.

If your notice of cancellation is received no later than 14 days before the first day of the event, and you request us to do so in your notice of cancellation, we will refund your conference registration fee less a £25.00 administration charge. We regret that no refunds can be made in any circumstances after this date.

If you do not attend the event, the full fee remains payable and no refund will be given.



2.2 Cancellation of the event by the Association for Palliative Medicine (APM)

The event may be cancelled by the APM at any time at its sole discretion. If such cancellation is as a consequence of circumstances beyond the control of the APM, any refund of event registration fees will only be made after those fees have been applied to meet any irrecoverable costs in relation to the event which the APM has incurred and for the avoidance of doubt this means that there may be no refund available.

Save for provision as to refund of event registration fees as detailed above, in any situation where the event is cancelled, the APM is not liable for any loss or damage incurred by the registrant.

2.3 Transfer of Bookings

The APM will be happy to transfer a confirmed booking to another delegate at any time up to 1 week before the first day of the event on the condition that written notification of the substitution has been received to sales@compleatconference.co.uk. Transfers are possible after this time however delegate listings and name badges will not be updated.

A request for transfer **must** include the following details: full name of transferee (including title), address, phone, email and any special dietary or access requirements.

The APM will not resend the transferee any event information or materials already dispatched to the original registrant. It is the responsibility of the original registrant to provide this information.

Transfers of bookings on the commencement day of the event will normally only be permitted if the proposed transferee produces some written confirmation of the requested transfer from the original registrant, but such transfers will in any event be at the sole discretion of the APM on the day.

3. PROGRAMME CHANGES

Whilst the programme is correct at the time of going to press, the APM reserves the right to make changes to the programme, location and/or speakers without prior notice, and at its sole discretion.

4. FILMING & PHOTOGRAPHY

Please note that the event may be photographed and/or filmed. Acceptance of these terms and conditions is deemed to include your agreement to being photographed/filmed during the event and to use of the resulting images by the APM and/or the Compleat Conference Company for promotional purposes.

5. GENERAL

You must comply with any direction or requirement of the APM, or of the owners or managers of the event venue, and with any statutory regulations applicable to the event or the venue.