

EVENT CANCELLATION POLICY

The British Society of Soil Science (referred to in this document as BSSS) is committed to providing high quality events to all its customers. However we recognise that on occasion delegates may find they are unable to attend. In these situations we ask that customers notify us of their need to cancel as soon as possible as charges may apply.

Similarly, BSSS may on occasion find it necessary to cancel an event and when this need arises we will alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation or amendment.

Cancellation of Working With Soil Training Courses and the BSSS Annual Conference:

All requests for cancellations/substitutions must be received **in writing** and will become effective on the date that it is received by BSSS. Please contact events@soils.org.uk.

- Cancellation charges are shown below but **exclude** any card processing fees.
 - 6 weeks before event or more - Full refund of Registration Fee
 - 4 – 6 weeks before event - 50% refund of Registration Fee*
 - 2 – 4 weeks before event - 25% refund of Registration Fee*
 - Within 2 weeks of the event, including failure to attend on the day - No refund given*

We will usually accept a delegate substitution until **1 week prior to the course **IF** full details of the replacement (name, contact details, diet/ access requirements) are advised to us at time of cancellation.*

Cancellation or amendment of an event by BSSS:

- For reasons beyond the control of BSSS, it may occasionally be necessary to cancel or amend an event. When this is the case BSSS will inform all delegates as soon as possible by email, no later than 4 weeks prior to date of commencement.
- In the event of postponement or cancellation of an event, all event fees will be reimbursed but BSSS does not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs and accommodation etc.