



LWC Cancellation & Non-Attendance Policy

The information below outlines the action to be taken in case of cancellation and non-attendance.

1. Cancellation or non-attendance by delegates on events for which there is a fee

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

- Please send cancellation details to the event organiser by email or by telephone as soon as possible.
- Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc), so we can ensure that we offer them the best possible service at the event.
- If you notify LWC of your cancellation up to **four weeks prior** to the event, we will provide a full refund or offer a transfer of credit for another LWC event.
- If you notify LWC of your cancellation **less than four weeks** prior to the event the full cost will be payable, whatever the circumstances. In this case you will be invoiced after the event.
- Where you have booked a place at an event and do not attend the full fee will be payable.

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LWC expressly excludes any liability for any direct or indirect losses or damages arising as a result of such a cancellation and will not, for example, be responsible for any travel or accommodation costs incurred.