



## 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. In the event that we have already received payment, no refunds will be given.
- Where you have booked a place at an event and do not attend the full fee will be payable.

### 2. Cancellation or non-attendance by delegates on events for which there is no fee

If you need to cancel your booking/s for a free 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 **24 hours prior** to the event no action will be taken.
- If you notify LWC of your cancellation **less than 24 hours** prior to the event, or do not notify us and do not attend, **a charge of £50 will be made**, whatever the circumstances (excepting provision of medical documentation). In this case you will be invoiced after the event.

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.