



St Luke's Sheffield's Hospice

Friday 18 October 2024
Establishing Research in your Hospice

Registration Terms and Conditions

Confirmation of Booking and Payments

It is your responsibility to ensure all details given on the online booking form are accurate and that you pay careful attention to dietary requirements, particularly if you are making the booking on behalf of someone else.

Payment of your registration fee can be made by card via a secure Stripe link or an invoice can be raised. All payments must be in pounds sterling. Once you have registered by completing the online booking form, you will receive your confirmation and an invoice if applicable.

If you receive an invoice and are paying by International Bank Transfer, please note that all charges must be paid by you, the remitter. These charges can be reduced by ensuring you use the IBAN and BIC numbers and these can be provided upon request.

Please note that payment is due by return.

CANCELLATIONS & CHANGES TO BOOKINGS

Cancellations by registrants

Any booking cancellation must be confirmed in writing to the conference organiser Compleat Group Ltd at cheryl@compleatgroup.co.uk

For cancellations more than six weeks prior to the conference i.e. on or before Friday 6 September, 80% of the fee will be refunded. Cancellations less than six weeks prior to the conference i.e. Saturday 7 September onwards, we regret that no refunds can be made under any circumstances after this date.

Cancellation of the event by the St Luke's Hospice

The event may be cancelled by the St Luke's Hospice at any time at its sole discretion. If such cancellation is as a consequence of circumstances beyond the control of the St Luke's, 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 St Luke's 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, St Luke's is not liable for any loss or damage incurred by the registrant.



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Transfer of booking (Name changes)

We will be happy to transfer a confirmed booking to another delegate at any time up to 2 days before the first day of the event, provided we receive written notification by email to the conference organiser Compleat Group Ltd via cheryl@compleatgroup.co.uk.

The original registrant must make a request for transfer using the online address used by them when they made the original booking. A request for transfer must include the following details: name of transferee, their job title, address, phone and email address.

Compleat Group Ltd and St Luke's will not resend any event information or materials to the transferee that has already been dispatched to the original registrant.

Dietary Requirements

You must specify any dietary requirements on your booking form. If you are making a group registration on behalf of other people, it is the person booking who is responsible for ensuring the information provided is accurate.

Neither St Luke's, Compleat Group Ltd, nor the catering providers for the event, is/are responsible for any adverse reaction or consequences relating to dietary needs. In any event it remains your responsibility to be vigilant about what you are eating while at the event. Note especially that we may not be able to accommodate requests made less than five working days before, or at the event itself.

Access Requirements

You must specify any special access requirements on your booking form. If you are booking on behalf of somebody else, it is your responsibility to ensure the information you provide is accurate. We will do our best to accommodate any access requirements requested but cannot guarantee.

Programme Changes

Whilst the programme is correct at the time of booking, St Luke's reserves the right to make changes to the programme or speakers without prior notice, and at its sole discretion.

General

You must comply with any direction or requirement of St Luke's, its agents and with any statutory regulations applicable to the event.