

# Terms and conditions

## Individual bookings terms and conditions

- Payment must be in advance using your credit or debit card or PayPal account, or within 30 days of the date of the invoice we send you
- RTPI accepts no responsibility for non-attendance at booked events
- All prices are exclusive of VAT

## Transfers

- If you wish to transfer to another event your request must be received, in writing, at least 14 days before the event, stating the date and name of the event to which you wish to transfer
- Transfers are not applicable on the Awards for Planning Excellence, Young Planners' Conference or Planning Convention
- Transfers will only be accepted if the booking has been paid for /or an invoice raised
- All transfers are subject to availability
- If you wish to transfer with less than 14 days' notice you will be charged an administration fee as follows:

14 days before the event: FREE

Less than 14 days before the event: 50% + VAT

- In this instance, the original invoice still stands and a credit note will be issued.

## Substitutions

- Substitute delegates can be named up to 5 working days before the event
- Substitutions can be made up to a day before the event with prior agreement from the event organiser

## Cancellations

- If you need to cancel your booking your cancellation must be received, in writing, at least 28 days before the event. If payment has been made a credit will be arranged. Please see below for the appropriate charge for this administrative service based on the cost of your booking:

28 days before the event: FREE

27 days or less before the event: 100% + VAT

- 27 days or less prior to the event, your place may not be cancelled (unless expressly authorised by the event organiser), but a substitute delegate can be named up to 5 working days before the event

## Multi-buy terms and conditions

- Multi-buy tickets cannot be used on the Awards for Planning Excellence, Young Planners' Conference or Planning Convention)
- Payment must be in advance by PayPal, or within 30 days of the date of the invoice we send you

- Multi-buy tickets are valid from the date of purchase until their expiry date. Places not used cannot be refunded or carried forward without the express permission of the event organiser.
- Multi-buy tickets are type-specific and can be used only for specified events within the RTPI region stated or the RTPI Training programme, as per initial booking.
- Multi-buy tickets are non-refundable
- RTPI accepts no responsibility for unused multi-buy ticket places
- All prices are exclusive of VAT

### **Transfers/substitutions for multi-buy ticket**

- If you wish to transfer a delegate to another event we must receive this request in writing at least 14 days before the event stating the date and name of the event you wish to transfer (the new event must take place before your multi-buy ticket expires) otherwise you may be subject to administration charges
- Substitute delegates can be named a day before the event
- All transfers are subject to availability

### **Cancellations/Non-attendance for multi-buy tickets**

- Multi-buy tickets are non-refundable. If you cancel your place with less than 14 days' notice, or do not attend we will not re-credit you.

### ***Important note***

- Your booking form constitutes a legally binding contract. It may be necessary for reasons beyond our control to change the content and timing of the programme, the speakers, the date or the venue.
- In the unlikely event of the programme being cancelled, we will automatically make a full refund but hereby disclaim any further liability. We shall not be liable for travel, accommodation or other costs and expenses incurred (included wasted costs and expenses) if we are required to cancel or relocate the conference as a result of an event outside our control
- If the programme takes place but you are unable to attend, whether for reasons within or beyond your control, the above conditions in relation to transfers and cancellations will apply.
- RTPI accepts no responsibility for loss occasioned to any person acting or refraining from action as a result of the information disclosed by RTPI speakers/trainers during the event.
- All bookings on our events are subject to the above terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions (a) at the time of booking if using our website or (b), for bookings made in any other way, unless we hear from you within seven days of accepting the terms and conditions.