

## **Cancellation Policy**

### Cancellation by you:

Should you be unable to attend you may nominate a substitute to attend in your place. You must contact us in advance of the conference to substitute as on-the-day changes will not be accepted. If you do not wish to nominate a substitute we will give you a full refund less a 20% handling charge for all cancellations received in writing 20 days before the conference date. After this date we will give no refunds.

Delegate places are for the named delegate only and cannot be transferred on the day of the conference. Please refer to our conference entry terms and conditions.

All cancellations must be received in writing (fax, email or post) and will be replied to. We do not accept cancellations orally. If you do not receive a reply to your cancellation request please contact us immediately on +43 (1) 480 75 07.

### Cancellation by us:

If we are obliged to cancel a conference for whatever reason then we will give you a full refund of all delegate fees already paid.

If we are obliged to postpone a conference we will offer you the opportunity to rebook for the new conference date at the same rate or to cancel with no penalty.

We are not liable for any travel or accommodation expenses incurred by you or your company if a conference is cancelled or postponed. Your travel insurance may cover cancellation costs.