

Event Cancellation Policy

If you need to make a cancellation, please contact enquiries@lotc.org.uk to notify us of the changes to your booking. All cancellations will be subject to the following cancellation policy:

For Paying Delegates

- Tickets can be transferred to a colleague at any time, but advance notice must be given ahead of the event date. If changes occur less than 14 days ahead of the event date, specific dietary requirements cannot be accommodated for.
- Cancellations made 40 days or more prior to the event will receive a full refund.
- Cancellations made 15 – 39 days prior to the event will receive a 50% refund.
- Cancellations made 1-14 days prior to the event will not receive a refund.
- Cancellations on the day, or non-attendance, will not be receive a refund.

Free Tickets – Cancellation Terms

Complimentary tickets are offered on the understanding that confirmed places will be honoured.

If you cancel within 14 days of the event, or do not attend on the day without prior notice, an administration fee of £70 will be charged to cover incurred costs.

Substitutions are welcome at any time. Please note, specific dietary requirements of the substitutions of less than 14 days ahead of the event date will not be accommodated for.

Cancellation by the Council for Learning Outside the Classroom (CLOtC)

CLOtC reserves the right to alter the programme, venue, layout or timing of the event where necessary.

If the event is cancelled due to circumstances beyond CLOtC's control, we may offer either:

- A transfer of booking to a rescheduled date; or
- A credit towards a future event; or
- A refund of fees paid (less any non-recoverable costs incurred).

In such circumstances CLOtC shall not be liable for any consequential losses.