

REFUND POLICY

Substitutions: If you are not able to attend, substitutions can be made at no extra charge up until the day before the event. Please contact the conference administration team to arrange this.

Cancellations: Notification of cancellation should be made in writing, by e-mail, to the BIEE conference administration team. Requests for refund will be accepted according to the date received by e-mail.

Cancellations received:

- before 1st September 2019: full refund less 10% admin charge
- before 7th September 2019: 50% refund
- from 7th September 2019: we regret that no refund is possible as we will already have confirmed numbers with the venue. Access to the conference proceedings will still be available to anyone who has to cancel within this period and cannot find a substitute.

Please note only UK based organisations may pay using BACS. BACS payment is not available to individuals and/or organisations outside the UK. Should an organisation/individual based outside the UK elect to pay by bank transfer, no refund is possible at any point. We do not offer this method of payment as an option to non UK based individuals or organisations, so this situation should not arise.

In the event of BIEE cancelling the conference a full refund will be given.

Refunds may take up to one month to process.

The default currency is UK £ sterling.

CONTACT INFORMATION

E-mail: conference@biee.org