

REFUND POLICY

Our cancellation policy has been adjusted in the light of the COVID-19. We hope you find the answers to your questions here. If not please get in touch.

At present our research conference is expected to run as scheduled at Worcester College in Oxford on September 13 –14 2021. While the college expects to be back to normal in September, some social distancing requirements may be needed for attendance at the event. We will advise registered delegates of these closer to the time.

Delegates have the choice of attending the conference in-person or online.

BIEE cancellation

If we cancel the event, registered delegates will have the option of

- Transferring their booking to the online event
- Transferring their booking to another date and/or location (if we reschedule the in-person event)
- Receiving a full refund of delegate fees paid if the whole event is cancelled

Delegate unable to attend in-person due to travel restrictions imposed by the UK (or any region in it) or by their national government or because they need to self-isolate, will be able to transfer to the online event.

We regret we are unable to refund any travel, accommodation or any other costs that may have been incurred by the delegate or their organisation.

If you as the delegate cancel

Substitutions: If you are not able to attend, substitutions can be made at no extra charge. For security reasons substitution requests must be received **72** hours before the event with the name job title affiliation and contact email for the replacement delegate. Please email conference@biee.org to arrange this.

Cancellations: To cancel your place you must e-mail the BIEE conference administration team on conference@biee.org Requests for refund will be accepted according to the date received by e-mail.

Refunds (all attendees):

Time of cancellation before the event start date	Refund
More than 30 days	Full refund minus 10% admin fee
Less than 30 days	No refund. Access to the online conference and to full conference proceedings will be available to any in-person delegate who has to cancel within this period. Substitutions may be made at no extra cost.
Switch from face-to-face to online attendance	No refund
Switch from online to face-to face attendance (subject to availability and no later than August 31 st)	Additional catering costs apply
Non-attendance	No refund

Due to changes in ticketing platform terms and conditions, we may not be able to process refunds until after the event.

Online attendees: You acknowledge that when you purchased a ticket to the online conference you agreed to the immediate download of digital content and that if you access the online conference, the services or any digital content you lose your right to withdraw.

BIEE cannot accept responsibility for poor delegate internet connection or delegates' own technical difficulties on the day of the event therefore no refunds will be given for such circumstances.

Accommodation: Worcester College is providing accommodation independently of BIEE. Your accommodation booking is subject to Worcester College terms and conditions and is not covered by our refund policies. Please check these at the time of booking.

Payment: Payment must be received in full prior to the event. Should payment not be received 14 days before the conference, BIEE reserves the right to cancel your registration.

BACS payment: Only available for UK based organisations (not for 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. BACS payment is available until July 31st and payments must be received in full by August 31st. The default currency is UK £ sterling.

CONTACT INFORMATION

E-mail: conference@biee.org