

## Relational Mission

### Events Cancellation & Refund Policy

In order to maintain and sustain the events programme Relational Mission facilitates, it relies on the ticket/registration fee commitment from delegates. Last minute cancellations and refunds can have a significant impact where Relational Mission has already committed to an event and the associated expenditure.

As a result, for all of the events for which it is responsible, Relational Mission has the following policy with regard to cancellations and refunds:

#### Notification

All cancellation and refund requests must be made in writing as indicated in this policy. Requests may be posted or emailed (contact information below). Telephone requests will not be honoured.

Post to: Relational Mission, c/o 23 Ray Bond Way, Aylsham, Norfolk, NR11 6UT

Email: [financeteam@relationalmission.com](mailto:financeteam@relationalmission.com)

#### Full Refunds

You will receive a full refund of the delegate fee if:

- You make a written **request no later than 30 days prior** to the first day of the conference or event.
- The event is cancelled by Relational Mission.

Consideration for a full refund will also be given if there is an emergency illness or death of the registrant/delegate or immediate family member.

#### Partial Refunds

You will receive a partial refund (50%) of the delegate fee if:

- You make a written **request between 29 & 21 days prior** to the first day of the conference or event.

## **No Refund**

Requests for refunds made **within 20 days prior** to the start of the conference or event **will not be eligible for a refund.**

## **Substitution Policy**

Registrants/delegates may send a substitute in their place in lieu of requesting a refund. The Relational Mission team must be notified of this **at least 10 days prior** to the start of the event or conference and give authorisation to proceed.

## **Timing of Refunds**

You will receive any refund due as soon as possible, and no later than one month after the conference or event has concluded. The refund will be made back to the card used for initial payment.

## **Questions or Queries**

Please direct any questions or queries to [finance@relationalmission.com](mailto:finance@relationalmission.com) or call

+44 (0)845 468 0270