

# LABC Booking: Terms and Conditions



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### Booking Confirmation

By completing the reservation form, you are asking LABC to hold places for you at the specified event(s) or qualification(s). The completion of this form does not imply a confirmed booking. An event is only confirmed once joining instructions or tickets have been issued.

Once you have completed the reservation form you will be sent a notification that LABC has received your booking request. This notification will be sent to the email address specified in the reservation form. If you do not receive this email you must contact us immediately to inform us that the notification email has not been received.

LABC reserves the right to turn away any attendee who has not received this notification and thus has no confirmed booking. It is up to the person making the booking to ensure that their booking has been received and that payment has been made to secure their place(s).

### Payment

No booking is confirmed until payment has been received by LABC in full. A VAT invoice will be sent electronically to the primary contact listed on the reservation form. This email is not a confirmation of your booking. The total fee is payable upon receipt of the invoice. VAT is payable at the prevailing rate. FULL PAYMENT is required prior to attending any LABC event. The reservation will only be confirmed once payment has been received. LABC accepts payment by credit card, cheque or BACS. LABC members may also pay using their Prepay accounts.

You will receive further event information and joining instructions / tickets approximately 7-10 days prior to the event taking place.

### Cancellation of event places

LABC reserves the right to amend or cancel any event. Attendees will be notified in advance and provided with a full refund or the option to transfer to another event. If an event becomes oversubscribed, places will be allocated on a first come, first served basis. LABC reserves the right to refuse bookings to any event; if LABC chooses to refuse a booking, any monies paid will be refunded in full.

Attendees may cancel their place(s) for events and receive a full refund providing that notification is received in writing at least:

- 7 working days prior to a CPD event taking place (this includes virtual events and one-day training courses/conferences)
- 15 working days prior to a conference taking place (this applies to all bookings associated with a conference)
- 20 working days prior to an Awards taking places

Any cancellations made after this time will render the attendee liable for the full cost of the booking. If an attendee cancels his or her place, the booking can be transferred to another person within the same organisation. Please advise LABC of any attendee name changes as soon as possible. If an attendee name is changed close to the event date, LABC may not be able to include the name in printed event materials.

### LABC Awards table layout

Tables can only hold a maximum of 10 guests. If more than 10 places are booked your attendees will be seated as close as possible. At some events tables of 12 will be available but this needs to be agreed in advance with the event coordinator. For any awards enquiries please contact [awardsenquiries@labc.co.uk](mailto:awardsenquiries@labc.co.uk).

### Cancellation of qualification(s)

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, a learner may cancel the order of a course within a period of 14 calendar days from the receipt of materials. In addition to their rights under the Consumer Contracts Regulation 2013, LABC also maintains a refund and cancellation policy where there is no legal right to a full refund under the Consumer Contracts Regulation 2013 or otherwise.

### Photo and video disclaimer

LABC reserves the right to use any photograph/video taken at any event sponsored by LABC, without the expressed written permission of those included within the photograph/ video. LABC may use the photograph/video in publications or other media material produced, used or contracted by LABC including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, social media etc.

A person attending a LABC event who does not wish to have their image recorded for distribution should make their wishes known to the photographer, and/or the event organisers, or email LABC at [awardsenquiries@labc.co.uk](mailto:awardsenquiries@labc.co.uk).



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