

Please note the following terms and conditions for delegate bookings received for SSA UK events, meetings, workshops or conferences.

General

1. These terms apply once a completed booking has been received either in hardcopy form or via the website/shop.
2. Event information including: venue/location, agenda, speaker(s), and accommodation (where applicable) can be found on the events pages on the website.
3. We reserve the right to change the agenda, venue, content or listed speakers as necessary or to postpone/cancel the event.
4. If an event is postponed or cancelled, the SSA UK will contact all delegates at the earliest opportunity to advise and to arrange a refund if a payment has been made and processed.
5. Dietary and access requirements must be notified to us at the point of booking or as soon as possible thereafter. Unfortunately, if we are not notified in time, we may be unable to accommodate the request.
6. By booking to attend the event you agree to the SSA UK storing and using the data provided for event preparation and print of materials including, but not limited to, delegate badges and attendance lists. We may also use your data to notify you of other events and/or share your data with relevant event partners in connection with the event.

Confirmation of Bookings

1. Confirmation of bookings will be sent to the originator of the booking.
2. If you have not received confirmation from the SSA UK at least 3 working days prior to the event, please email admin@ssauk.com or call 01270 623150 to advise.

Cancellations/Substitutions

1. Only cancellations advised in writing to events@ssauk.com and received 14 days prior to the event date will receive a refund. Please ensure you advise the name of the delegate not attending.
2. The refund amount is limited to 50% of the cost per head/cost per ticket unless otherwise stated on the event webpage or booking form.
3. We do not offer refunds for cancellations received within 14 days of an event.
4. Substitutes are permitted. Please advise the SSA UK office as soon as reasonably possible via admin@ssauk.com if you require a substitution with the name of the original delegate and the name of the substitute delegate.
5. Event bookings are not transferable to alternative events under any circumstances.