

CANCELLATION POLICY FOR THE ANNUAL CONGRESS AND OTHER SOCIETY MEETINGS.

Cancellations and Refunds

For cancellations received in writing before the published Early Bird Deadline, the Society will refund registration fees paid, minus a 20% administration charge.

Any request for a refund must be made in writing to meetings@thebts.org

No refunds are payable for cancellations received after the published Early Bird deadline each year prior to the Annual Congress or any other meetings provide by the Society. This will include cancellations due to travel difficulties or other matters that are out with the Society's control.

If there are extenuating circumstances that warrant a full refund, please email the Chair of the Scientific Subcommittee via the BTS Secretariat, Executive Business Support, meetings@thebts.org.

The Chair of the Scientific Subcommittee will consider the request and if a full refund is warranted this will be made. The member requesting the refund must provide supporting evidence in relationship to the extenuating circumstances.

The Society will **NOT** refund delegate fees if the delegate has accepted an offer of support for attendance from a sponsor after a booking has been made by an individual.

If the Society is forced to cancel the Annual Congress or any other meeting it is providing for reasons beyond its control, registration fees paid will be refunded in full. However the Society will not be responsible for refunds of any additional costs that the registrant has incurred due to the cancellation of the Annual Congress or any other meeting it is providing. This includes, but not limited to travel, hotel or other associated costs. Delegates are advised to take out their own relevant insurance to cover these costs.

Substitutions

Substitutions will be accepted with any difference in registration fees based on membership or other special discounts being paid in full at the time of substitution. For example, if the cancelling registrant received discounts for membership and for being an awardee, the fees paid by the original registrant will be transferred to the replacement and the replacement, if not a member or an awardee will need to pay the difference in fees up to the amount of their own applicable categories as a non-member and non-awardee.

A request for a substitution can be made at any time but any requests must be in writing to meetings@thebts.org. The Events manager will confirm acceptance of the substitution and any additional costs to be made in writing within 5 working days of the request.

Revision of this Policy

This policy will be reviewed annually with the BTS Secretariat in November of each year to ensure it is meeting the industry standard and in line with publishing the dates for registering for the Annual Congress.

Date of the Policy: March 2024

Review: November 2024

Contact for this policy meetings@thebts.org