

## 1. Cancellations or amendments

If you need to cancel the event or decrease the number of delegates due to attend, cancellation fees will be charged. All cancellations and changes must be confirmed in writing. The notice period becomes effective on receipt of that written confirmation. Costs for cancellations or reductions in booked delegate numbers are calculated as shown below including room hire and catering (as applicable). Should there be an increase/decrease in the booked number of delegates, scheduled visitors or guests on the day(s) of your hire as set out in Clause 2, you shall be fully liable for any extra charge(s) incurred by us. Deposits paid are non-refundable regardless of when cancellation takes place and the value of any non-refundable deposit shall be deducted from any refund due to you following cancellation.

Our cancellation charges and charges for reductions in delegate numbers are as follows and shall be based on the numbers of delegates originally booked. You agree that our cancellation charges set out in this clause represent a genuine pre-estimate of our losses should you cancel your event.

### A: Reduction in delegate numbers

*Up to 10% of delegates notified more than 5 working days before the event start date:* no charge for reductions.

*More than 10% of delegates notified more than 5 working days before the event start date:* per-delegate rate specified on the booking form multiplied by the number of delegate reductions in excess of 10% of the original booked number.

*All reductions in delegate numbers notified on the fifth working day or less than 5 working days before the event start date:* per-delegate rate specified on the booking form multiplied by the number of delegate reductions

### B. Cancellation charge for events with expected numbers of 200 or more delegates per day:

Notice period before first day of hire	% of total value of booking
More than 52 weeks	10%
37-52 weeks inclusive	50%
25-36 weeks inclusive	75%
24 or fewer weeks	100%

### C. Cancellation charge for events with expected numbers of 100 -199 delegates per day:

Notice period before first day of hire	% of total value of booking
More than 36 weeks	10%
25-36 weeks inclusive	50%
13-24 weeks inclusive	75%
12 or fewer weeks	100%

### D. Cancellation charge for events of 50 - 99 delegates per day:

Notice period before first day of hire	% of total value of booking
More than 24 weeks	10%
13-24 weeks inclusive	50%
4-12 weeks inclusive	75%
4 or fewer weeks	100%

### E. Cancellation charge for events under 50 delegates:

Notice period before first day of hire	% of total value of booking
More than 12 weeks	10%
4-12 weeks inclusive	75%
4 or fewer week	100%