

Terms and conditions

Individual bookings terms and conditions

- Payment must be in advance using your credit or debit card or PayPal account, or within 30 days of the date of the invoice we send you
- RTPi accepts no responsibility for non-attendance at booked events
- All prices are exclusive of VAT

Transfers

- If you wish to transfer to another event your request must be received, in writing, at least 14 days before the event, stating the date and name of the event to which you wish to transfer
- Transfers are not applicable on the Awards for Planning Excellence, Young Planners' Conference or Planner Live
- Transfers will only be accepted if the booking has been paid for /or an invoice raised
- All transfers are subject to availability
- If you wish to transfer with less than 14 days' notice you will be charged an administration fee as follows:

14 days before the event: FREE

Less than 14 days before the event: 50% + VAT

- In this instance, the original invoice still stands and a credit note will be issued.

Substitutions

- Substitute delegates can be named up to 5 working days before the event
- Substitutions can be made up to a day before the event with prior agreement from the event organiser

Cancellations

- If you need to cancel your booking your cancellation must be received, in writing, at least 28 days before the event. If payment has been made a credit will be arranged. Please see below for the appropriate charge for this administrative service based on the cost of your booking:

28 days before the event: FREE

27 days or less before the event: 100% + VAT

- 27 days or less prior to the event, your place may not be cancelled (unless expressly authorised by the event organiser), but a substitute delegate can be named up to 5 working days before the event

Important note

- Your booking form constitutes a legally binding contract. It may be necessary for reasons beyond our control to change the content and timing of the programme, the speakers, the date or the venue.
- In the unlikely event of the programme being cancelled, we will automatically make a full refund but hereby disclaim any further liability. We shall not be liable for travel, accommodation or other costs and expenses incurred (including wasted costs and expenses) if we are required to cancel or relocate the conference as a result of an event outside our control
- If the programme takes place but you are unable to attend, whether for reasons within or beyond your control, the above conditions in relation to transfers and cancellations will apply.
- RTPI accepts no responsibility for loss occasioned to any person acting or refraining from action as a result of the information disclosed by RTPI speakers/trainers during the event.
- All bookings on our events are subject to the above terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions (a) at the time of booking if using our website or (b), for bookings made in any other way, unless we hear from you within seven days of accepting the terms and conditions.