



# Booking Conditions

We recommend you try to book NIFHA events as soon as possible:

- as places may be limited and early booking will reserve your place;
- to avoid cancellations due to perceived lack of interest.

**Please note: priority will be given to NIFHA members if an event is over subscribed.**

NIFHA requires a completed on-line booking to reserve your place at any event. The following payment options are available:

- BACS;
- cheque (to be received by NIFHA within 5 working days otherwise an invoice will be issued); or
- a request to NIFHA to invoice your organisation.

A receipt will be issued only on request.

Your booking will normally be confirmed by email several days prior to any training seminars and upon receipt of payment for other events, if you do not receive this confirmation please check with NIFHA before attending.

## **Cancellation of Events by NIFHA**

If a minimum number of bookings is not received before the closing date, NIFHA may be forced to cancel the event.

Whatever the reason, if NIFHA has cancelled an event course fee(s) will be refunded in full.

## **Cancellation of Events of bookings by you**

For those unable to attend an event, a substitute delegate may be sent at any time at no extra charge. An administration fee of £10 (plus VAT) will apply to cancellations received prior to the closing date. For cancellations after the closing date the full fee will be charged.

Other events may have a scale of cancellation charges. They will be listed in the information or booking form for that event. A hard copy is also available on request.

We must be notified of any cancellations in writing, by email, fax or letter to NIFHA. In **all** cases cancellations after the closing date will be charged at the full rate.

### **Charge for non-attendance at free of charge events**

Please note if you fail to turn up at a free of charge event, for which you booked a place, a fee of £15 (plus VAT) will be charged if you do not cancel prior to the event.

### **Conference cancellations**

Please note for Conferences the following cancellation rates will apply for delegates, sponsors and exhibitors:

- 20% up to one month
- 50% between one month and 14 days
- full charge thereafter.

When attending delegates and/or exhibitors a substitute may be sent at no extra cost. If additional exhibitor places are needed a small charge may be applicable.

### **Data Collection and Purpose Specification**

We collect the personal data that you may volunteer while using our website. Personal data is solely collected for the reasons we have listed:

- Technical administration of the Website
- Customer administration
- Marketing and training purposes.

### **Disclosure and Visitor Choice**

We do not disclose your personal data to other organisations.

### **Confidentiality & Security**

Any personal data collected through this website will be treated as confidential in line with the principles of the Data Protection Act 1998.

Your personal data will not be disclosed to state institutions and authorities except if required by law or other regulation.