

## Programme Cancellation and Substitution Policy

Substitution requests:

1. If you are unable to attend the programme we welcome substitute delegates attending in your place at no additional cost.

For administration reasons, all requests for substitutions must be received via email at least 48 hours before the 1<sup>st</sup> module of the programme with the name, job title and contact email for both the registered and replacement delegates: [Nicky@womeninbusinessni.com](mailto:Nicky@womeninbusinessni.com)

2. Changes will become effective on the date of written confirmation

Cancellation policy:

1. Cancellations must be received in writing (via email or post) in advance of the first module date (programmes each consist of 4- modules with learning between modules). The following cancellations charges apply:

- a. 6+ weeks' notice: Full refund
- b. 5-6 weeks' notice: 60% refund
- c. 4-5 weeks' notice: 40% refund
- d. 0-4 weeks' notice: No refund
- e. Failure to attend: No refund

*\*\*NB: There is a small non-refundable admin fee for Mentees joining the Women in Business Mentoring programme of £50 + VAT per cohort and you need to be a member of WIB to access the programme\*\*.*

If individuals are only booking onto 1 module- cancellation must be received 4 weeks prior to their module taking place to receive a refund, alternatively payment can be moved to the next cohort.

**\*\*Please note recordings will be available for the virtual programme should a delegate be unable to attend a particular module, however as each module is interactive, attendance is recommended.**

Amendments/Cancellation by Women in Business NI

1. Amendments: Women in Business NI reserves the right to modify the programme up to the day of each module. We work with partners and facilitators who put programmes together through extensive and on-going research in order to provide the most up-to-date and relevant information. This means that occasionally the programmes change over the duration of the campaign. Other times it may be necessary, due to unforeseen circumstances, to alter the programme, dates of modules and/or speakers.
2. Cancellation: If unforeseen circumstances cause Women in Business NI to cancel a programme all delegates will be informed as soon as possible, and all fees paid will be allocated to the rescheduled programme. Should a delegate be unable to attend on the reschedule dates a refund may be requested.



3. Cancellation: If, for any reason, Women in Business NI must cancel a programme, Women in Business NI accepts no responsibility for covering travel, hotel or other costs incurred by delegates and guests (should a programme take place in person, dependent on COVID-19 guidelines).

Payment:

1. Full Payment or a PO number must be received, prior to the Programme start date.
3. You will receive a confirmation via email within 24 hours of receipt of payment confirming your registration.

**Terms and Conditions regarding Delegate Information:**

1. Women in Business NI may ( unless instructed in writing ) use photographs and/or video recordings including images of individuals taking part in programmes both internally and externally to promote the Charity and /or programme.
2. These images could be used in print and digital media formats including print publication, websites, e-marketing, poster banner, advertising, film, social media, teaching and research purposes.
3. Delegate details may be shared with the programme facilitator (and venue if applicable) prior to the programme to confirm individuals attending the programme (identity purposes) and dietary requirements.
4. Some programmes may require information to be completed prior to and during the programme for example- mentee/mentor bio forms. These will be shared with programme facilitator for the matching service.
5. Virtual programmes will be recorded to account for individuals who are unable to attend the whole session due to unforeseen circumstances- these recordings can also be accessed by delegates on the programme for continued learning however should not be shared with anyone who is not taking part in the programme.
6. Women in Business NI is committed to processing information in accordance with the General Data Protection Regulation (GDPR). The personal data collected on this form will be held securely and will only be used for administrative purposes.

Women in Business NI 2020

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