

**VIRTUAL EVENT**

# Registration Terms and Conditions

## NAHH Annual Conference 2025

### **PAYMENTS AND CONFIRMATION OF BOOKING**

Payment of your registration fee can be made by bank transfer, cheque or an invoice can be raised. All payments must be in pounds sterling. Once you have registered by completing the online booking form, you will receive an invoice if applicable. Your confirmation letter will be sent once payment has been received in full.

If you receive an invoice and are paying by International Bank Transfer, please note that all charges must be paid by you, the remitter. These charges can be reduced by ensuring you use the IBAN and BIC numbers and these can be provided upon request.

Please note that payment is due by return.

Any individuals taking advantage of the NAHH membership rate, will need to ensure that their membership is in place and paid at the time of booking and attending the conference.

### **CANCELLATIONS & CHANGES TO BOOKINGS**

#### **Cancellations by registrants**

Any booking cancellation must be confirmed in writing to the conference organiser The Compleat Group Ltd at [nahh@compleatgroup.co.uk](mailto:nahh@compleatgroup.co.uk)

Cancellations more than six weeks prior to the conference (i.e. on or before Thursday 1 May 2025) 75% of the conference registration fee will be refunded.

For cancellations less than six weeks prior to the conference (i.e. Thursday May 1 2025) we regret that no refunds can be made under any circumstances.

#### **Cancellation of the event by the National Association for Hospice at Home (NAHH)**

The event may be cancelled by the NAHH at any time at its sole discretion. If such cancellation is as a consequence of circumstances beyond the control of the NAHH, any refund of event registration fees will only be made after those fees have been applied to meet any irrecoverable costs in relation to the event which the NAHH has incurred and for the avoidance of doubt this means that there may be no refund available. Save for provision as to refund of event registration fees as detailed above, in any situation where the event is cancelled, the NAHH is not liable for any loss or damage incurred by the registrant.

### **Transfer of bookings (name changes)**

We will be happy to transfer a confirmed booking to another delegate at any time up to 2 days before the first day of the event, provided we receive written notification by email to the conference organiser The Compleat Group Ltd via [nahh@compleatgroup.co.uk](mailto:nahh@compleatgroup.co.uk).

The original registrant must make a request for transfer using the online address used by them when they made the original booking. A request for transfer must include the following details: name of transferee, their job title, address, phone and email address.

The Compleat Group Ltd and NAHH will not resend any event information or materials to the transferee that has already been dispatched to the original registrant.

### **PROGRAMME CHANGES**

Whilst the programme is correct at the time of booking, the NAHH reserves the right to make changes to the programme or speakers without prior notice, and at its sole discretion.

### **GENERAL**

You must comply with any direction or requirement of the NAHH, its agents and with any statutory regulations applicable to the event.