

BOOKING CONDITIONS

PAYMENT

A deposit as detailed in the event booking form must be paid to secure any booking. This is due immediately on booking to secure a place and is non-refundable. Places will not be confirmed if the booking form is completed but no deposit paid. The full balance payment of your event booking will become due 6 weeks prior to the event date. Payment can be made as per the details on the booking form. All bank transfer payments should use the attendee postcode as payment reference. Once received all customers' payments are held securely in an association client deposit account until completion of the event.

CHANGE OF BOOKING / MINIMUM NUMBERS

All event places offered are subject to availability. Any changes to the original booking will be notified to you in writing. We reserve the right to amend any event that does not reach the required running numbers, in which case we will make every attempt to offer suitable alternative arrangements.

CANCELLATIONS

You or any member of your party may cancel your booking at any time by notifying SF Events Ltd writing. The effective date of the cancellation is the date we receive written instructions from you. A cancellation charge will be made dependant on the amount of notice given prior to the commencement date of the event as follows:

Date Notice Given	Cancellation Charge
Before 6 weeks prior	£10 per person deposit payment, 0% of balance
From 6 weeks prior onwards	100% of event booking

Please note that the above cancellation charges apply regardless of your reason for cancelling. This includes reasons of illness, self-isolation or government travel/social restrictions imposed on your home address.

Should the event need to be cancelled by the hotel at any time, SF Events Ltd will transfer the booking to another suitable venue. Should the event need to be cancelled by SF Events Ltd at any time, all monies paid will be refunded to members directly by cheque. Should the event be cancelled by the association cancellation charges as shown above will apply.

OTHER TERMS

Full details of the event will be sent to you 8 weeks before the event date. We cannot accept any liability for losses or expenses if you fail to adhere to the published arrangements, please ensure you read through this information carefully. We reserve the right to refuse a booking or terminate an individual's participation in an event due to unreasonable behaviour. In this instance, full cancellation charges will apply and we will be under no obligation to make a refund or pay compensation should any losses be incurred.

COMPLAINTS

We would hope that you will not find any reason for a complaint regarding your event booking. However, if you do have a complaint your first course of action should be to discuss this with the event organiser from SF Events Ltd. Should the matter remain unresolved please contact your Association Secretary detailing your complaint in writing.