



# Insurance Internal Audit Group

## IIAG Booking, Cancellation and Refund Policy

### All Events

The IIAG incurs costs when delegates book to attend the events we host. However, those costs can be managed, and potentially avoided, if sufficient notice is provided should a delegate subsequently not be able to attend.

Our policy is therefore:

- All bookings are firm once made and confirmed. The appropriate delegate fee is then due and payable. We reserve the right to refuse entrance to any event if payment has not been received prior to the event.
- Substitutions may be made at any time, including on the day of the event, but must be advised to the IIAG administrator.
  - There is no additional fee for a substitution.
- No refunds will be given for non-attendance.

### Quarterly Events

- Cancellations advised to the IIAG administrator at least 7 working days prior to a quarterly event will receive a refund of the delegate fee paid less a £10 administration charge.
  - That charge is still payable should the fee not have been paid at the time the cancellation is advised.
  - Alternatively, the fee due and payable can be rolled forward and used against a future event; there is no administration charge levied for doing this.
- Refunds will not be made for cancellations advised less than 7 working days prior to an event.

### Conferences

- Places will be allocated on first come first served basis.
- We will refund in full any unsuccessful applications.
- Refunds for cancellations of successful applications are at the discretion of the Committee. Any refund of delegate fees is subject to a £10 administration charge even if the fee has not been paid at the time the cancellation is advised.

**We reserve the right to alter published programmes, speakers, fees or venues without prior notice. We also reserve the right to cancel programmes at our discretion in which case our liability shall be restricted to a refund of any fees paid to us.**

**All queries to be directed to: [administrator@iiag.org.uk](mailto:administrator@iiag.org.uk)**