

Please note the following terms and conditions for delegate bookings received for all SSA UK online paid events including meetings, workshops, training sessions, webinars, and conferences.

General

1. These terms apply once a booking has been completed online or sent via email to either admin@ssauk.com or any ssauk.com email address.
2. Event information including, the online platform, agenda, and speakers (where applicable) can be found on the events pages on the website.
3. We reserve the right to change the content, agenda, platform, or listed speakers as necessary or to postpone/cancel the event.
4. If an event is postponed or cancelled, the SSA UK will contact all delegates at the earliest opportunity to advise and to either arrange a refund or agree to hold the payment and allocate it to the new date in the case of a postponed event.
5. By booking to attend the event you agree to the SSA UK storing and using the data provided for event preparation and production including, but not limited to, attendance lists. We may use your email address in connection with the event e.g. to provide you with advance or follow-up information. We may also use your data to notify you of other events and/or share your data with relevant event partners in connection with the event despite any notified email preferences.

Confirmation of Bookings

1. Confirmation of any bookings will be sent to the event attendee.
2. If you have not received confirmation from the SSA UK upon submission of your booking, please email admin@ssauk.com or call 01270 623150 to advise.
3. Online event bookings will also receive a reminder of attendance on the morning of the event.

Cancellations/Substitutions

1. Only cancellations advised by email to admin@ssauk.com and received 5 working days prior to the event date will receive a refund. Please ensure you advise the name of the delegate not attending.
2. The refund amount is limited to the cost per head/cost per ticket less a £20 admin fee unless otherwise stated on the event webpage or booking form.
3. We do not offer refunds for cancellations received **within** 5 working days of any online event.
4. No refunds will be offered for non-attendance by a delegate. If recorded, delegates will be able to download a copy of the recording from the members' only area of the website. Please note, not all online events are recorded and the SSA UK is not obligated to provide a recording for any event.
5. Substitutes are permitted. Please advise the SSA UK office as soon as reasonably possible via email only to admin@ssauk.com if you require a substitution. Please advise the name of the original delegate and the full name and email of the substitute delegate.
6. Event bookings are not transferable to alternative events under any circumstances.