



Cancellation policy for hybrid events

Your booking is a contract. Cancellations and substitution requests must be made in writing to conferences@rcp.ac.uk and where fees have been paid, cancellation terms will apply.

Cancellation terms:

- A full refund will be issued if you cancel within 7 days of completing your booking (providing your event is more than 21 days away)
- A 75% refund will be issued if you cancel after 8 days of completing your booking but more than 21 days before the event
- No refunds will be issued for cancellations notified within 21 days of the event

Onsite only ticket alternative options:

- If you have purchased an onsite only ticket, it is possible to transfer it to a colleague or friend at any point between the time of booking and 7 working days before the event.
- Alternatively, you can opt to transfer to an online only ticket
 - o We will refund you the difference in the case of overpayment, or you will be required to pay the difference in the case of an underpayment
 - o Cancellation terms still apply

Online only ticket alternative options:

- It is possible to transfer your ticket to a colleague or friend, but you must notify us of this request at least 2 working days before the scheduled event
- You can opt to request a move to an onsite ticket, but please be aware due to venue capacities this may not be possible
 - o We will refund you the difference in the case of overpayment, or you will be required to pay the difference in the case of an underpayment
 - o Cancellation terms still apply

Hybrid ticket alternative options:

- It is possible for you to request a refund if you are unable to attend either the onsite OR online aspect of an event
 - o Cancellation terms still apply
- It is possible for you to request a transfer of day for your onsite ticket if the event takes place over more than one day (eg request a change from day 1 to day 2)
- It is possible to transfer your ticket to a colleague or friend, you must notify us of this request at least 7 working days before the scheduled event

All hybrid events will be available on-demand (OD) for a minimum of 30 days after the event to allow you to gain CPD (if applicable). Where OD access to the event is more than 30 days you can self-accredit through independent learning.

The RCP reserves the right to change the programme and/or speakers at any time and without prior notice. It reserves the right in its absolute discretion to cancel the event, in which case a full refund will be issued for your booking. If the event is cancelled, the RCP is not responsible for refunding additional costs.

If payment has not been received by the date of the event, the RCP reserves the right to cancel your booking.



An internet connection is required to access virtual events. No refund will be given if delegates do not access or are unable to access the virtual events for reasons beyond the organisers' control (e.g. system firewalls, inadequate system requirements, slow internet connection, etc.)

Our platform supports:

- Mobile: Android Oreo (8.1) and later, IOS 12 and later
- Web browsers: Chrome (last two versions), Edge (83 onwards), Firefox (80 onwards)

Privacy policy

The RCP maintains a secure bookings database for the organisation of its events. Information you supply on this booking form will be held by the RCP and retained to shape future events and inform you of other RCP events and services.

The RCP will share the event delegate list with other delegates and speakers attending this event, and if you have consented, the RCP will share your name, job title, specialty and trust with sponsors. The delegate list will contain your name, job title and place of work (but not your contact details). This is standard practice at RCP events.

COVID-19

Due to the COVID-19 virus outbreak, the RCP is following UK government advice on the planning, delivery, postponement and cancellation of any events and their associated activities.

Notice of any cancellations will be posted on our website and delegates advised accordingly.

In case of a cancellation by RCP, registered delegates will receive a full refund of the fees paid to RCP. The RCP is however not responsible for any travel, accommodation, or any other costs that delegates may have incurred. The RCP is not responsible for financial support or payment of delegates who need to quarantine prior to entry into or exit out of the UK.

Delegates who must cancel their attendance at events scheduled to go ahead due to travel restrictions imposed by their governments and/or the UK government are entitled to a full refund of their event fee upon presentation of documentary evidence.

We are unable to offer a refund for any other circumstances outside of our standard terms and conditions.

These terms and conditions are governed by English Law.

Last updated 01/12/2021