

# BOOKING TERMS AND CONDITIONS



## Booking Confirmation

By completing the reservation form, you are asking LABC Warranty to hold places for you at the specified event/s. The completion of this form does not imply a confirmed booking. An event is only confirmed once joining instructions or tickets have been issued.

Once you have completed the reservation form you will be sent a notification that LABC Warranty has received your booking request. This notification will be sent to the email address specified in the reservation form. If you do not receive this email you must contact us immediately to inform us that the notification email has not been received.

LABC Warranty reserves the right to turn away any attendee who has not received this notification and thus has no confirmed booking. It is up to the person making the booking to ensure that their booking has been received and that payment has been made to secure their place/s.

## Payment

No booking is confirmed until payment has been received by LABC Warranty in full. A VAT invoice will be sent electronically to the primary contact listed on the reservation form. This email is not a confirmation of your booking. The total fee is payable upon receipt of the invoice. VAT is payable at the prevailing rate. FULL PAYMENT is required prior to attending any LABC Warranty event in most cases at least 14 working days before the event. The reservation will only be confirmed once payment has been received. LABC Warranty accepts payment by cheque or BACS. You will receive further event information and joining instructions / tickets approximately 7-10 days prior to the event taking place.

## Cancellations

LABC Warranty reserves the right to amend or cancel any event. Attendees will be notified in advance and provided with a full refund or the option to transfer to another event. If an event becomes oversubscribed, places will be allocated on a first come, first served basis. LABC reserves the right to refuse bookings to any event; if LABC Warranty chooses to refuse a booking, any monies paid will be refunded in full. Attendees may cancel their place/s for events and receive a full refund providing that notification is received in writing at least 14 working days prior to the event taking place. Any cancellations made after this time will render the attendee liable for the full cost of the booking. If an attendee cancels his or her place, the booking can be transferred to another person within the same organisation. Please advise LABC Warranty of any attendee name changes as soon as possible. If an attendee name is changed close to the event date, LABC Warranty may not be able to include the name in printed event materials.

## Photo and video disclaimer

LABC Warranty reserves the right to use any photograph/video taken at any event sponsored by LABC Warranty, without the expressed written permission of those included within the photograph/ video. LABC Warranty may use the photograph/video in publications or other media material produced, used or contracted by LABC Warranty including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, social media etc. A person attending a LABC Warranty event who does not wish to have their image recorded for distribution should make their wishes known to the photographer, and/or the event organisers, or email LABC Warranty at [Abigail.herbert@labcwarranty.co.uk](mailto:Abigail.herbert@labcwarranty.co.uk).