

MND Association Events Cancellation Policy

Cancellation Policy Background

The MND Association organises education events to supplement existing health and social care training with MND-specific content.

Delegate Cancellation – Online events

1.1 Delegate cancellations must be received 10 working days before the start of the event and will be refunded, minus a 25% administration fee. The cancellation and any request for a refund must be receiving in writing and sent to conferences@mndassociation.org.

1.2 No requests for refunds will be processed after this deadline.

1.3 Refunds will not be given if the delegate only attends part of the event.

1.4 Refunds will not be given if the delegate experiences any issues relating to connectivity to the event or inability to use the features available at the event due to incompatibility of their hardware or software.

Delegate Cancellation – face to face events

1.5 Delegate cancellations must be received 28 working days before the start of the event and will be refunded in full, minus a 25% administration fee. The request for cancellation must be receiving in writing and sent to conferences@mndassociation.org.

1.6 Delegate cancellations received between 27 and 15 working days before the event will be refunded 50% of the fee. The request for cancellation must be receiving in writing and sent to conferences@mndassociation.org.

1.7 No refunds for cancellations received 14 working days or less before an event

1.8 Where we have booked equipment, accommodation or evening catering on your behalf as part of the event, the refund of these costs will be subject to the venue's terms and conditions and a refund may not be automatically applied. We will confirm these terms at the point of booking

Substitutions

1.9 Places can be substituted in agreement with the Association up to 2 days before an event, at no additional charge.

2. Motor Neurone Disease Association event changes and cancellation

2.1 In the event that the MND Association, cancels or postpones an event for any reason, the delegate will be offered the opportunity, where possible, to roll over their place to the rescheduled event - or one similar. Where this is not possible (or not practical) the delegate will be offered a full refund of the registration fee.

2.2 The Motor Neurone Disease Association will notify registered delegates of any cancellation as soon as possible.