



CANCELLATION POLICY

Introduction

BIAC is a Member Organisation with a duty of care to individual members as well as the membership as a whole. The advent of Covid has brought about stricter cancellation policies which have a direct effect on BIAC and its members. As a result it is necessary to set out the cancellation policy that will apply to training courses and events. Please be aware that the cancellation policy applied to BIAC for hotel accommodation booked from events differs from that applied to individuals booking their own accommodation. Hotels do not always allow BIAC to substitute guests in bedroom accommodation after the final numbers have been submitted.

It is important that you always let us know as early as possible if it looks like you can't make the date you have booked.

Cancellation Policy for BIAC In-Person Training Courses

Cancelling your place/s on an in-person training course

Cancellations made less than 21 days before the date of the course and/or no-shows are not entitled to a refund. Hotels do not always allow BIAC to substitute guests in bedroom accommodation after the final numbers have been submitted.

Cancelling of an in-person training course

Please be aware that training courses can be cancelled because of shortage of numbers, illness or other factors. If you choose to book additional accommodation etc. please book hotel rooms etc. that can be cancelled. BIAC is not liable for additional expenses. If BIAC have to cancel, a full refund will be offered for bookings made through BIAC.

Cancellation Policy for Online Training Courses

Cancelling your place/s on an online course

Cancellations are entitled to a full refund.

Cancelling of an online training course

Please be aware that training courses can be cancelled because of shortage of numbers, illness or other factors.

If BIAC have to cancel, a full refund will be offered.



Cancellation Policy for BIAC Events

Cancelling your place/s at an in-person event

Cancellations made 21 days before the date of the course, or less, or no-shows are not entitled to a refund.

Cancelling of an in-person event

Please be aware that training courses can be cancelled because of shortage of numbers, illness or other factors. If you choose to book additional accommodation etc. please book hotel rooms etc. that can be cancelled. BIAC is not liable for additional expenses. If BIAC have to cancel, a full refund will be offered for bookings made through BIAC.