

Relational Care - Booking Fee Refund Policy

Last updated: 29 January 2026

This policy explains how booking fees are handled.

1. Non-Refundable Booking Fee

- All booking fees are **non-refundable**.
- The booking fee secures your place and covers our administrative costs.

2. Cancellations by You

- If you cancel your booking, the booking fee will not be refunded.
- In some cases, we may allow the booking fee to be transferred to a replacement delegate who satisfies the attendance criteria (subject to availability and at our discretion).

3. Cancellations by Us

- If we need to cancel your booking for any reason, you will receive a full refund of the booking fee and any other payments made.

4. Rescheduling

- Rescheduling, when possible, is subject to availability and may require a new booking fee.

5. Right to Amend

We do our best to keep the event programme exactly as advertised, but sometimes changes are unavoidable. This could mean adjusting the schedule, swapping speakers, or moving a session to a different room or venue. We reserve the right to make changes if needed, and we'll always aim to let you know as soon as we can.

6. Consumer Rights

This policy does not affect your statutory rights under UK consumer law. If the service is not provided as agreed, you may be entitled to a refund under the Consumer Rights Act 2015.

7. Contact Us

If you have any questions about this policy, please email office@qnis.org.uk
