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BMUS)))

Cancellations & Amendments

Policy



020 7636 3714



bookings@bmus.org



www.bmus.org

Registration Cancellations

BMUS 

All completed registrations are viewed as '**Bookings to attend**' and the cancellation policy applies to all delegates irrespective of any payment received/not received or invoice generated.

This means that a booking is live and the status is 'booking to attend' once delegate registration is completed and submitted - at which time the delegate will be notified by email of their registered status. Any cancellations made to a registration, paid or unpaid, within the cancellation period are therefore subject to the BMUS Cancellation Policy.

If at any point you can no longer attend, delegates will need to confirm with us **in writing to bookings@bmus.org** as soon as possible. Cancellations without supporting written documentation submitted to bookings@bmus.org will not be considered valid, and payment will still be required.

Please be aware that BMUS has the right to cancel/decline your booking registration 10 working days prior to the event should we not have received any contact regarding payment/Purchase Order on the delegate's behalf. Should this happen, the registrant will **still be liable to pay** for the outstanding event fee as per the cancellation policy.

Key points:

- All completed registrations are viewed as 'booking to attend' and are subject to the cancellation policy from the date of the submitted registration irrespective of payment received or not.
- All cancellations will only be considered valid if submitted in writing to bookings@bmus.org.
- Registrations that have not been paid for or have a Purchase Order against them, and do not submit a cancellation, are still liable for the full cost of their registration.

Calendar days notice before event start date	Refund Option
30 Days or more	Full Refund of paid attendance fee
Between 15 and 29 days (inclusive)	50% refund of paid attendance fee/ if no payment or PO received, delegate is still liable for 50% fee cost
Between 14 days and the event date (inclusive)	No refund/ if no payment or PO received, delegate is still liable for full fee cost
Failure to attend	No refund/ if no payment or PO received, delegate is still liable for full fee cost



Registration Amendments



BMUS 

Amendments to registrations will be accepted up to the **date of the registration closure**. Thereafter it is at the discretion of the BMUS Team.

Should a delegate not be able to attend the event, and wish to substitute their attendance with that of another individual not already registered for the event, this can be done if:

- a) the full registration fee has been paid or has a valid purchase order against it, and
- b) BMUS is notified before the date of registration closure.

Should the substituted individual have a non-member BMUS status, and the original delegate a membership status, the additional fees will need to be **paid prior to the event** in order to affect the amendment.

All registration amendments need to be submitted **in writing to bookings@bmus.org**, and a valid email address of the individual being substituted must be provided.