



Event Booking and Cancellation Guidance

Member Bookings

The purpose of this guidance is to provide UK-AFI Board members with a consistent means of addressing event bookings and any potential cancellation and refund requests for these bookings.

Events are usually advertised with sufficient time given prior to the event so that members are able to plan for their attendance. Bookings for events are made in the following manner,

Member Early Bird Rate – this is a discounted time-limited rate that usually applies for the first month in which bookings are able to be made.

Member Rate – this rate applies once the early bird rate period has expired and remains available until approximately 2 weeks prior to the event.

Non-member Rate – this rate applies to non-members and is available for the duration of the booking period. It is priced at a point that makes it cheaper for an individual to join the association and then book as a member.

In the case of Annual Training Conference and Summer Training Conference events it is preferable to give at least 4 months' notice prior to the event, including any early-bird period. It is at the discretion of the event organiser, usually the president, to decide when the booking window will close. This closure date is in some cases governed by the venue and the dates by which they need to provide delegate numbers, dinner choices etc.

Where events are delivered by virtual means, the booking window can remain open until the event commences if desired, though the addressing of late payments can sometimes cause complications if payments do not go through, or individuals pay and then cannot access the event using the link provided. Therefore, it is advisable to close the booking period for virtual events by noon on the pre-ceding day.

Member Cancellations

A significant amount of potentially unseen work goes into the delivery of training events, often with expenditure incurred prior to the booking window opening. The delegate fee is priced so as to cover not only the costs associated with the hire of any venue but also, delegate and speaker gifts, speaker expenses, entertainment costs, AV expense, purchase of additional merchandise and a range of other event associated costs.

The UK-AFI has not routinely refunded members who are not able to attend its events. There is however a distinct possibility that there may be occasion when a refund is requested.

The period in which a refund may be made will in the first instance be aligned with the payment deadlines of the chosen venue.

An example of a venue cancellation periods and charges is below.

Date of Cancellation	Cancellation Fee
12 – 25 weeks	50% of fee
8 – 11 weeks	75% of fee
20 business days – 8 weeks	90% of fee
Less than 20 business days	100% of fee



It should be noted that any refund will only be made on the value of the venue booking fee and not the whole event booking fee. Therefore, a UK-AFI event delegate booking fee may amount to £395, though any refund will only be made against the costs associated with the venue, which may be £120 B&B, £90 day delegate rate and £45 gala dinner, a total of £255. This £255 fee is the sum that is then subject to a cancellation fee dependent of the timing of the cancellation. The remaining £140 is non-refundable, as this will be associated with costs incurred by the UK-AFI that cannot be re-couped.

Where the association is advised that cancellation is necessary and a refund is requested, the requestor should in the first instance be asked to see if the booked place can be offered to another individual from within their organisation. If not, it may be suggested that they offer it outside their organisation to another individual, this will need to be another UK-AFI member if the original place was booked at a member rate, and they are looking to be refunded by that individual or their organisation. If the cancelling member chooses to gift their place to another individual, this individual does not necessarily need to be a member of the UK-AFI.

Where there is a waiting list for delegate places, consideration should be given to offering the “to be vacated” place to the next person on the reserve list. In the event that the delegate space can be filled from the reserve list on a like-for-like payment basis a refund may be given. This is at the president’s discretion.

There is a legal requirement that the UK-AFI is required to observe when offering goods or services that are sold over the phone, via the website, mail-order or by other distance selling methods. The detail is contained within The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The requirements within the Regulations apply to individual consumers and not to business customers, i.e., organisations. In short, the regulations provide the consumer with a 14-day period within which there have a right to cancel and to obtain a full refund for any service purchased. The 14-day period commences the day after the consumer completes the purchase. Any refund given does not have to be for the full amount paid, as long as this information was available to them at the time of the purchase. Instructions on how to cancel must be available. Refer to [The Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukreg/2013/2646/contents/part_1/section_1) for further information.

UK-AFI Cancellations

There may be occasions when the UK-AFI has to cancel an event, or a booking made by an individual / organisation. In this unlikely event, the UK-AFI will refund all advanced payments, although there is not any explicit liability to so.

However, the UK-AFI may cancel if:

- You, or we, become insolvent, or in the case of an individual, becomes subject to a bankruptcy petition.
- Any part of the hotel is closed or unavailable due to events beyond our control
- The booking, the persons associated with the booking might damage the reputation of the Association or the venue.



Annex A. - Model text for inclusion on the Website.

Text for Website

You have the right to cancel this contract within 14 days without giving any reason.

For Merchandise Sales - The cancellation period will expire after 14 days from the day, in the case of a merchandise sales contract: on which you acquire, or a third party other than the carrier acquires, physical possession of the goods.

For Event Registration - The cancellation period will expire after 14 days from the day, in the case of an event sales contract: on which your registration is confirmed, or a third party other than the individual delegate, is notified that the registration is confirmed.

EVENT CANCELLATIONS AND ALTERATIONS

If an event is cancelled, rescheduled or materially altered, we will use reasonable endeavours to notify you once we have received the relevant information and authorisation from our Event Partner (if you book online, we will use your account details). However, we cannot guarantee that you will be informed of such cancellation, rescheduling or alteration before the date of the event. It is your responsibility to ascertain whether an event has been cancelled, rescheduled or altered and the date and time of any rescheduled event.

Cancellation: If an event for which you have registered is cancelled in full (and not rescheduled), your order will be cancelled, and you will be refunded the Sale Price of your Tickets or Packages. If you have purchased Tickets for an event that takes place over several days and one or more days (but not all days) are cancelled, you may only be offered a proportionate partial refund. Any refund will be made in accordance with the relevant cancellation schedule that applies to the event venue. Due to the manner in which the registration fee is divided between the UK-AFI and the Event venue a full refund may not always be made where the cancellation is initiated by the delegate or other third party acting on behalf of the delegate.

STATUTORY RIGHT TO CANCEL

Event Registrations cannot be cancelled, exchanged or refunded after purchase, save in the circumstances set out above.

To exercise your right to cancel, you must inform us of your decision to cancel your purchase by a clear statement (e.g. an email to info@uk-afi.org or a letter sent by post to UK-AFI, PO Box 365, Alton, GU34 9LW). You may use our Model Cancellation Form on the next page, but it is not obligatory.

To meet the relevant cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period.

We will make any reimbursement using the same means of payment as you used for the initial purchase, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the refund.



UK-AFI | UNITED KINGDOM
ASSOCIATION OF
FIRE INVESTIGATORS

Cancellation Form

To: The United Kingdom Association of Fire Investigators, PO Box 365, Alton, GU34 9LW.

info@uk-afi.org

I/We* [] hereby give notice that I/We* cancel My/Our* contract of sale of the following goods []
/ for the supply of the following service [].

Ordered on [*] / Received [*],

Name of Consumer(s),

Address of Consumer(s),

Signature of Consumer(s) {if this form is notified on paper}

Date

[*] Delete as appropriate.