



## **Delegates bookings: Terms & Conditions**

Full payment for delegate places must be made prior to the date of the event. Once a booking is submitted and received by the AGR the booking constitutes a firm booking which can only be cancelled in accordance with our cancellation policy set out below.

### **Registration and payment details**

Payment must be made in sterling in advance of the event in order for your booking to be processed. If payment has not been received two weeks before the event, credit card details will be required to guarantee and process your booking.

### **Cancellation policy**

All cancellations must be received in writing by email to [info@agr.org.uk](mailto:info@agr.org.uk). This must then be followed by a telephone call to confirm receipt.

Delegate place cancellations received 29 days or more prior to an event will be entitled to a 100% credit voucher or refund. Cancellations received between 15 days and 28 days (inclusive) prior to the event will receive a 100% credit voucher to attend a future AGR event or a 75% refund. For cancellations received between 1 day and 14 days (inclusive) prior to the event, no credit voucher or refund will be given. Failure to attend the event on the day will constitute late cancellation and no credit voucher or refund will be given.

Substitutions are welcome at any time.

Failure to attend the event on the day will constitute late cancellation and no refund will be given.

### **Programme changes**

Due to unforeseen circumstances the programme may change and the AGR reserves the right to alter the venue and/or speakers. Any substitutions or alterations will be updated on our website as soon as possible.

AGR reserves the right to cancel an event if enrolment criteria are not met or when conditions beyond its control prevail. Every effort will be made to contact each enrollee if a programme is cancelled. If a programme is not held for any reason, AGR's liability is limited to the refund of the programme fee only.

The AGR is not responsible for any loss or damage as a result of a speaker substitution, alteration, cancellation, or postponement of an event. The AGR shall assume no liability whatsoever if an event is altered, rescheduled, postponed or cancelled due to a fortuitous event or unforeseen occurrence that renders performance of an event inadvisable, illegal, impracticable or impossible.

For purpose of this clause, a fortuitous event shall include, but shall not be limited to: an Act of God; governmental restrictions and/or regulations; war or apparent act of war; terrorism or apparent act of terrorism: disaster; civil disorder, disturbance, and/or riots; curtailment, suspension, and/or restriction on transportation facilities/means of transportation; or any other emergency.

## **Travel and accommodation**

Delegates are responsible for the arrangement and payment of their own travel and accommodation, unless specified otherwise. There are occasions where AGR will arrange a special room rate at a number of hotels. If this is the case it will be detailed on the promotional literature and webpage for that event.

## **Additional requirements**

Please notify the AGR when booking (and at least one month before the event date) if you have any additional special requirements to guarantee availability e.g. dietary, wheelchair access, large print, hearing loop etc.

## **Dissatisfaction with an event**

AGR takes complaints very seriously indeed and tries to ensure that all users are pleased with their experience of our service. Those persons who make a complaint will be dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we intend to respond to complainant's concerns in a professional manner.

Should an issue present itself whilst attending an AGR event, you are encouraged to raise this with a member of the AGR team working onsite. Wherever possible the team will endeavour to resolve any issues as the event takes place.

If you are dissatisfied with an event for any reason, please contact Vivienne Wootten, Membership and Events Manager by email to [vivienne@agr.org.uk](mailto:vivienne@agr.org.uk) or write to AGR, 6 Bath Place, Rivington Street, London EC2A 3JE

## **Further information**

For further information on the programme and arrangements for the event please contact:

### **Vivienne Wootten**

Membership and Events Manager  
Association of Graduate Recruiters  
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