

Terms and conditions

Bookings and payments

- Payment for events must be paid in advance or your place may be given to someone else. You can pay using your credit or debit card or within 30 days of the date of the invoice we send you
- RTPI accepts no responsibility for non-attendance at booked events
- All prices are exclusive of VAT

Cancellations

- If you need to cancel your booking your cancellation must be received, in writing, at least 28 days before the event. If payment has been made a credit will be arranged. Please see below for the appropriate charge for this administrative service based on the cost of your booking:
 - 28 days before the event: FREE
 - 27 days or less before the event: 100% + VAT
- 27 days or less prior to the event, your place may not be cancelled (unless expressly authorised by the RTPI), but a substitute delegate can be named (see below)
- We reserve the right to charge an administration fee for cancellations to free events, as indicated on the event webpage.

Delegate Substitutions

- Substitute delegates can be named up to 5 working days before the event. However, if prior arrangement has been made with event organiser, substitutions may be made later than this. Please let us know as soon as possible if the substituted delegate has any dietary requirements or accessibility issues so we can try to accommodate them.
- For longer courses such as masterclasses which are focused on an individual's professional development and reflection on their own practice, it is not possible to make substitutions part the way during a course.

COVID Obligations

- By accepting these terms and conditions you are agreeing to adhere to our outlined Covid-19 safety protocols in place at the time of the event as indicated on our event webpage and to following any guidance requested by the venue.

Cancellations due to COVID

- If you need to cancel because you are isolating, or have COVID, we would ask that you notify us immediately. Where possible we will accept substitutions later as noted above.
- In the event where it is impossible to substitute the place, we will offer a credit or a refund on request. Regrettably, if the venue charges a cancellation fee, we may be unable to credit the event in full.

Data protection

- We have collected information from you, in order to communicate with you about the event for which you have registered. We may also communicate with you about future events that are of a similar nature. If you no longer wish to receive communication from us regarding events then please let us know and we will remove you from our mailing list.
- In order to deliver our events, we may use third party platforms. By registering, you acknowledge that the information you provide will be transferred to them for processing and storing in accordance with their terms of service and privacy policy.
- As stated in RTPI's own privacy notice, we are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect – be it via our website or other means. If you pay by credit or debit card, we will not retain your card details after processing your payment. You will need to resubmit this information for future transactions.

Important note

- Your booking form constitutes a legally binding contract. It may be necessary for reasons beyond our control to change the content and timing of the programme, the speakers, the date or the venue. If this occurs, we will endeavour to let you know as soon as possible.
- In the unlikely scenario of the event being cancelled, we will automatically make a full refund but hereby disclaim any further liability. We shall not be liable for travel, accommodation or other costs and expenses incurred (included wasted costs and expenses) if we are required to cancel or relocate the event as a result of a situation beyond our control
- If the event takes place but you are unable to attend, whether for reasons within or beyond your control, the above conditions in relation to transfers and cancellations will apply.
- RTPI accepts no responsibility for loss occasioned to any person acting or refraining from action as a result of the information disclosed by RTPI speakers/trainers during the event.
- All bookings on our events are subject to the above terms and conditions and your acceptance of them constitutes a legally binding contract under law. You will be deemed to have accepted the terms and conditions (a) at the time of booking if using our website or (b), for bookings made in any other way, unless we hear from you within seven days of accepting the terms and conditions.

Photography and Video

Please be aware, in some cases, we may have a photographer/videographer documenting the event. We may share these photos in our marketing and publicity post event. Please let us know if you DO NOT wish any imagery of you to be shared so that we can edit out your image

All online masterclasses are recorded by default so you can watch them back and consolidate your learning. The video recording will only be shared with the other paying delegates who have access to our learning platform. If you do not wish to be on camera you can turn off your video camera at the start