

ONLINE TERMS & CONDITIONS OF BUSINESS

We are the British Paediatric Neurology Association (BPNA), a charity registered in England and Wales (Charity No 1159115). Our registered office is at Suite M2, Atria, Spa Road, Bolton, BL1 4AG. If you have any queries, please email us at info@bpna.org.uk or contact us at **+44(0)1204 526002**.

These Terms & Conditions shall be governed by and construed in accordance with the laws of England & Wales. Any dispute arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

1. Bookings

- a. A confirmation email will be sent at the time of booking for all events that are paid for online. If an invoice has been requested, a purchase order number and purchaser order document or approved funding letter must be supplied before the booking can be confirmed. Please note that we cannot hold any places open and they remain available to book online by another party.
- b. It is the responsibility of the participant to obtain a purchase order number and ensure that this is supplied to us so that we can confirm the booking. Upon receipt of the purchase order number, provided that the place remains available, we will send a confirmation email within 48 hours. All confirmations will be sent to the email address provided at the time of booking. If your organisation does not operate purchase order numbers, you will be required to provide an approved funding letter or another form of evidence that your funding has been agreed at the time of requesting an invoice.
- c. Your confirmation email will contain information about how to download your joining instructions and any pre-course reading from your online account, but we will also send you a reminder approximately one month before the course is due to take place.
- d. When a booking is incomplete, and no payment has been received, we will use the contact details supplied at the time of registration to contact you regarding your attempted purchase. On successful contact we will either confirm or cancel your order. If we are unable to reach you using the details specified, the booking will remain incomplete and the place will remain in the public domain and can be booked by another party.
- e. We reserve the right to alter or cancel any event or re-schedule any event due to low numbers of participants. If an alternative event cannot be provided for the cancellation, a full refund will be offered. BPNA will not reimburse travel or accommodation expenses. BPNA will not offer refunds for cancellations outside our control, including adverse weather conditions, flooding or natural disasters.
- f. If a participant does not meet the required level or holds the appropriate knowledge or job role as specified in the course criteria, BPNA reserves the right to cancel or transfer the place. If an alternative event cannot be provided for the cancellation, a full refund will be offered. BPNA will not offer reimburse travel or accommodation in this instance.

2. Fees

- a. All fees quoted on the website are correct at the time of purchase.
- b. Full payment by either credit, debit card BACS must be received before a participant can attend the event. Please note that we are unable to accept American Express. Certificates and CPD points will be issued on completion of the full course.
- c. Lunch and refreshments are included in the event fees. Accommodation and the course dinner can be booked for an additional cost at the time of booking.

3. **Transfer and Cancellation Policy**

We understand that occasionally people need to cancel their bookings at short notice. The BPNA is a not for profit organisation and will endeavour to refund fees whenever possible. However, this is not always possible at short notice and the following terms will apply:

- a. UP TO ONE MONTH BEFORE THE COURSE/CONFERENCE we will refund all fees paid, less a GBP 25 administration fee. If you transfer to a different course, we will transfer the full fees, less a GBP 25 administration fee.
- b. LESS THAN ONE MONTH BEFORE THE COURSE/CONFERENCE we cannot refund your course fee, unless we fill your place.
- c. Cancellations for accommodation and/or the course dinner are subject to the venue supplier's refund policy and are not guaranteed. Please contact us as early as possible if you need to cancel so we can request a review with the venue and advise whether a refund may be available.
- d. If you cannot attend the event, a substitute person may replace you at the event less a GBP 25 administration fee, with the provision that the replacement participant is of a suitable level of experience and knowledge to attend the event in question. This person will be required to register with our online system in order to be added to the event and in order to receive the confirmation information.
- e. Whilst ensuring that all information and advice offered by our staff is accurate, up to date and factual, we cannot be held responsible for the individual and the company interpretation of the information given.

4. **Video Policy**

Videoring is not permitted during any of BPNA events. Participants may not record any of the videos used during lectures or workshops at any BPNA events.

5. **General Data Protection Regulations (GDPR)**

The BPNA is committed to protecting and respecting your privacy. Your personal data shall be processed fairly and lawfully and will be processed only for the purpose(s) for which it was collected in accordance with GDPR. Personal data is securely stored and protected against unauthorised access and loss or damage wherever possible. For further information, please read our [Privacy Policy](#).

Your attendance at our events is registered and we will ask your permission to add your name, job title and place of work to the attendance register which is shared with other participants and any organisation sponsoring the event. If you wish to change your preferences or opt-out of marketing communications sent from the BPNA, you may log in to your account at any time via our Website or notify us at info@bpna.org.uk. Alternatively, you may contact us on +44 (0)1204 526 002. It may take up to 21 days for the changes to come into effect. Please note that this will not alter your current email subscription preferences.