

Event booking terms and conditions

Payment

Payment can be made securely using a debit or credit card on the event booking system on the RSTMH website.

If payment cannot be made by debit or credit card, attendees can request an invoice which can be paid by bank transfer. Invoice requests should be made to adriana.thursby@rstmh.org. Attendees will not be booked onto an event until the invoice has been fully paid.

RSTMH reserves the right to refuse admission if a ticket has not been fully paid for.

Cancellations policy

Cancellations must be made in writing to adriana.thursby@rstmh.org.

If you cancel your booking:

- One month or more before the event, no charges will be incurred. If payment has been made, a refund will be arranged. Alternatively, the ticket can be exchanged for another event.
- Less than 1 month, but more than five working days before the event, RSTMH will retain 50% of the fee and a refund can be arranged for the remainder. The ticket can also be exchanged for another event.
- Within five working days of the event, RSTMH will retain the fee and no refund will be applicable. It may also be possible to exchange the ticket for another event; such decisions are at the discretion of RSTMH.
- If you do not attend the event RSTMH will retain the fee, unless a legitimate reason for not attending can be provided. It may also be possible to exchange the ticket for another event; such decisions are at the discretion of RSTMH.

For **free** events, RSTMH may advertise a 'no show' charge which will be applicable to delegates who have not submitted written notice of their absence prior to the event.

If you wish to send a substitute delegate, please let us know by emailing adriana.thursby@rstmh.org. There is no administrative charge for doing this. However, if the event pricing is dependent upon membership status, the fee may change and an additional cost may be incurred.

RSTMH reserves the right to cancel, postpone or otherwise alter the content or date of an event without notice. In such circumstances, RSTMH may, at its own discretion, return any payment received without penalty of a cancellation charge.

If Woburn House is unable to open due to the COVID-19 outbreak, a full refund will be given.

All of the above are, at all times, at the full discretion of RSTMH.

Photography

Photographers may be present at RSTMH events. Photos taken may be used on RSTMH social media, publications and publicity materials.

If you do not wish to have your photo taken or used, you should notify RSTMH at the time of booking, or at the start of the event.