

## Terms and Conditions for DSUK Events

### Booking and event delivery

When booking an event with Dravet Syndrome UK you are booking a place to attend the event and signing up to these terms and conditions. You will receive confirmation of your booking upon receipt of payment.

By making a booking you are confirming a place(s) to attend the event organised by Dravet Syndrome UK, available on a first-come first-served basis. It is essential that all attendees book place(s) for the event. Dravet Syndrome UK reserves the right to refuse attendance.

If an event is full you may be added to a waiting list for this event. In the event of a cancellation, Dravet Syndrome UK may contact you. To be added to the waiting list please email [info@dravet.org.uk](mailto:info@dravet.org.uk).

The duration and location of the event will be specified in the event description, however in unforeseen circumstances Dravet Syndrome UK reserves the right to amend all event details at our discretion.

### Inclusion & equality

At all of our events, Dravet Syndrome UK are committed to make every effort to ensure equality of access and to meet the needs of the target audience. Please email [info@dravet.org.uk](mailto:info@dravet.org.uk) if you have any specific needs, not covered in the event booking form.

### Event fees

The fee includes event attendance and inclusion within the activities as described. Guests are responsible for finding and paying for their own accommodation, if required, and travel.

### Payment

All payments must be completed by credit or debit card. No payment card details will be held by Dravet Syndrome UK. Attendance at the event for the specified booking request is confirmed finally upon receipt of payment.

### Changes to an event

It may be necessary for reasons beyond Dravet Syndrome UK's control to change the content or speakers for our event. Dravet Syndrome UK reserves the right to make changes to the event without notice.

## **Cancellation policy**

Cancellations can be made up to 5 weeks from the date of the event, with a 50% refund. Cancellations after this, or no-shows, will be entirely non-refundable. Substitutions may be made at any time without penalty. You can cancel your place at an event in writing by emailing [info@dravet.org.uk](mailto:info@dravet.org.uk). Please note that the cancellation policy is applicable for all bookings made, as a place has been reserved for you. No repayment will be made for travel, accommodation and any other costs incurred by you.

## **If Dravet Syndrome UK cancels the event**

In extenuating circumstances Dravet Syndrome UK may have to cancel or postpone our event. Should this occur, Dravet Syndrome UK will use reasonable endeavours to notify all customers who have booked by telephone, email or in writing. Dravet Syndrome UK will refund your event fee, transfer your booking to the postponed event or, where possible, transfer your in-person booking to a virtual booking, whichever suits you best. Unfortunately, Dravet Syndrome UK will not be able to refund travel or accommodation expenses, or any other costs incurred by you.

## **Third Parties**

Dravet Syndrome UK is not responsible for the content of any linked website, advertisers or partner sponsors and cannot take responsibility for the consequences of your using the information or services. Dravet Syndrome UK cannot guarantee on behalf of third parties.

Dravet Syndrome UK website does not endorse or favour any specific commercial product or business. For third-parties, Dravet Syndrome UK does not imply endorsement; you must use your own judgement to decide whether the information or service is suitable for your needs.

Websites that Dravet Syndrome UK link to may have Terms and Conditions that are different from Dravet Syndrome UK. Do not assume that Dravet Syndrome UK Terms and Conditions apply to other businesses, websites or any third-party.

## **Privacy policy**

Dravet Syndrome UK's privacy policy, which details how we handle information shared when booking to attend an event, can be found here: <https://www.dravet.org.uk/privacy-policy>