

SOLT & UK Theatre

Cancellation and Refund Terms and Conditions

Agreement between the purchaser ("the purchaser") and the company SOLT & UK Theatre ("the vendor") collectively referred to as "the parties".

By booking a ticket or registering for a SOLT & UK Theatre training course, conference, webinar, member forum or networking event (hereinafter referred to as an "Event"), the purchaser agrees to the following cancellation and refund terms and conditions:

1. Booking and payment

- a) Bookings are subject to availability and allocated on a first come, first served basis, or at the discretion of the vendor.
- b) For all Event bookings for which there is a charge, payment is required to the vendor before the start date of the Event unless mutually agreed otherwise in writing.
- c) The purchaser's details will be stored in the vendor's Event booking system for the purpose of processing the booking.

2. Cancellation by the purchaser

- a) Cancellation must be made in writing to the vendor by email (members@soltukt.co.uk).
- b) Refund Policy:
 - i) If cancellation occurs 10 or more working days before the Event, the purchaser is entitled to a full refund minus any Eventbrite (or equivalent platform used for administration of tickets) fees.
 - ii) If cancellation occurs within 10 working days of the Event, no refund will be paid and full fees will be due for payment by the purchaser. At the discretion of the vendor and if cancellation is for reasons outside the control of the purchaser, the vendor may allow paid fees, or part thereof, to be used to part pay for a re-booking on a future event.
 - iii) In the event of non-attendance with no notice, no refund will be provided. Cancellations received after 5:00pm the day before the Event start date shall be considered non-attendance.

3. Transfer of Registration

- a) Bookings may be transferred to another person for the same Event, provided the new delegate is eligible to receive the same rate. Both parties acknowledge that the new delegate details may not be reflected in the Event documents if notice of this change is given late.

4. Event changes, cancellation or postponement by the vendor

- a) Event information is correct at time of going to press but is subject to change. For the latest information, please visit the relevant page via our Training & Events page at uktheatre.org/training-events/
- b) The vendor reserves the right to make changes to the Event schedule, speakers, or content at any time without notice. Such changes do not entitle the purchaser to refunds or other compensation.
- c) Whilst the vendor will make every effort possible to run all Events as publicised, the vendor reserves the right to cancel or change any Event if necessary.
- d) In the unlikely event the vendor cancels the Event, the purchaser shall be entitled to either a full refund of the cost, or a credit to the same value for use towards a future Event. Where a credit is given, this must be used within 12 months of the original Event.
- e) If the Event is postponed, the purchaser will be given the option either to a) attend the rescheduled Event or b) request a full refund.
- f) The vendor will not be liable for any loss, claim, damage, or any incidental or consequential damages of any kind, whether based in contract, tort or otherwise, which arises out of or is in any way connected with an Event cancellation or other charge. Travel expenses and accommodation will not be reimbursed by the vendor.

5. Force Majeure

- a) The vendor shall not be held liable for any failure or delay in delivering the Event due to circumstances beyond their control, including but not limited to natural disasters, government restrictions, or public health emergencies.

6. Contact

For all cancellation, transfer, or refund inquiries, please contact the vendor at:

Email: members@soltukt.co.uk

Phone: 020 7557 6700