# Conference refund policy for online payments

## Refund policy

The refund policy conforms to the UK Distance Selling Regulations (2000) and the Privacy and Electronic Communications (EC Directive) Regulations (2003).

Following your online payment you have 14 days cooling off period during which time you have the right to cancel your purchase and receive a full refund. If you request a refund outside the 14 day cooling off period and before 31 May 2024 a refund will be provided minus an administration fee of £50. Any withdrawals/cancellations outside the 14 day cooling off period and after 31May 2024 will not receive a refund. If you have purchased, and wish to cancel, more than one product for an individual delegate (e.g. Conference registration fee and pre-conference short course fee) the £50 administration will apply only once. The administration fee will apply to the cancelation of each individual’s registration fee.

We strongly advise delegates to ensure they have appropriate travel insurance cover.

## How to cancel your purchase

Should you wish to cancel your purchase please email [mr-conference@bristol.ac.uk](mailto:mr-conference@bristol.ac.uk). Payments made by debit or credit card will be refunded to the same card, typically within 30 days of your cancellation.