



ELIA EVENTS CANCELLATION POLICY

ELIA recognises that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations ELIA asks that delegates notify ELIA Conference Manager their need to cancel an event booking as soon as possible. The information below outlines the action to be taken in case of cancellation.

Cancellation by delegates on events for which there is an attendance charge:

1 General

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

1.1 Please send cancellation details to the ELIA Conference Manager by email: marte.brinkman@elia-artschools.org or by telephone: +31 (0)20 330 11 16.

1.2 Please inform the ELIA Conference Manager if you wish to send a replacement delegate, including their requirements (e.g., diet, access etc), so ELIA can ensure that the best possible service at the event will be offered to them.

2 Events Cancellation Policy

2.1 If you notify ELIA of your cancellation **up to eight (8) weeks** prior to the start date of the event, a full refund will be provided.

2.2 If you notify ELIA of your cancellation **less than eight (8) weeks** prior to the event the 50% of the cost will be refunded.

2.3 If you notify ELIA of your cancellation **less than four (4) weeks** prior to the event fee won't be refundable anymore.

2.4 Where you have booked a place at an event and do not attend without notifying ELIA of your cancellation, the event fee won't be refundable anymore.

3 Privacy Policy

3.1 When registering for an ELIA event, relevant details are listed into a participants overview which will be distributed to the event's delegates. Usually this data would be: name, surname, institution, country and email address. These details may also be available to parties directly associated with the ELIA event, including the venues and accommodation suppliers. ELIA may use these details to inform current participants of the event updates, or future conferences via email.

Participants are responsible for informing ELIA Conference Manager if they do not wish to have their email addresses included in the conference participant list or ELIA's distribution list for future events.

3.2 By registering, delegates give ELIA permission to produce audio, photography and video recordings during the ELIA event and to publish these materials on the ELIA website and other Conference materials.

4 Liability

4.1 ELIA reserve the right to amend any section of the ELIA event programme if necessary at any time. ELIA will not accept liability for damages of any nature sustained by delegates or accompanying persons, or loss of, or damage to their personal property as a result of the ELIA event in question.

4.2 Delegates should make their own arrangements with respect to personal insurance, along with travel insurance. ELIA strongly recommends that participants take out comprehensive medical and travel insurance, which should cover the possibility of flight cancellation due to strikes and other causes.