



ADVISING FAMILIES ACROSS GENERATIONS

Booking Conditions

International Bank and Credit Card Charges

Please note international bank transfer charges and credit card charges may be applicable where payments are made from accounts outside the UK, subject to individual bank rates and charges.

Cancellations and Amendment Policy

- All requests for cancellations and/or transfers must be received in writing.
- Changes will become effective on the date of written confirmation being received.
- Cancellation charges will apply based on the cost of your booking (excluding any card processing fees and/or booking fees previously applied), as shown below:

Conference Bookings

15 calendar days or more - A full refund minus a USD 50.00 administration fee will apply
Between 1 and 14 calendar days (inclusive) - No refund will be given
Failure to attend - No refund will be given

Social Event Bookings

7 calendar days or more - a full refund will be given

Less than 7 calendar days - no refund will be given

Substitutions

May be made at any time provided the organisers are notified prior to the conference. Please note that if a non-STEP member attends in lieu of a STEP member the difference in fees will be charged. STEP does not permit split registrations and it is essential that each delegate is registered separately for the full event, social functions being optional. STEP has the right to refuse entry to the event if these terms are not met.

- In the event of there being insufficient numbers booked onto an event STEP reserves the right to cancel or postpone the event.
- In the event of a change of date or cancellation an event by STEP, we will endeavour to inform all delegates a week before the event is due to take place, although please be aware that this is not always possible. All event fees paid will be reimbursed in full, or the payment will be transferred in full to another STEP event. STEP shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including travel and accommodation.