
EVENT Terms and Conditions

CONFIRMATION

Final confirmation of all bookings and joining instructions will be issued by email.

PAYMENT

Bookings requesting an invoice must quote a purchase order number where required. Please ensure that the total amount includes VAT. Under UK excise regulations delegates from all countries are required to pay VAT on any course taking place in the UK.

CANCELLATIONS/SUBSTITUTIONS

Substitutions at the same membership level can be accepted at any time. If a booking is cancelled within 14 days of the event, or if the delegate fails to attend the course, the full course fee is payable. Bookings cancelled between 15 and 30 days of the event will incur an administration charge of 20% of the cost per delegate + VAT. Any withdrawals of free of charge places with less than 5 working days' notice will incur a £50 penalty.

CONTENT

There may be occasions when changes in programme content, speakers, timing and location have to be made for reasons outside our control. CIA accepts no responsibility for the opinions of speakers or any other persons expressed on its courses. In the event that CIA has to cancel a course a full refund will be given. CIA accepts no responsibility for any cost due to cancellation, for example for travel and/or hotel arrangements.

ACCESS REQUIREMENTS

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have by completing the access requirements section within the booking process and contacting events@cia.org.uk.

DIETARY REQUIREMENTS

We always provide vegetarian options at our events, but please complete the dietary requirements section within the booking process or contact us for any special needs.

CIABATA

CIABATA is the subsidiary company of the Chemical Industries Association (CIA), which manages and administers the chemical sector climate change agreements. Events held by CIABATA are managed by CIA on their behalf.

DATA PROTECTION

CIA processes the information provided by its members and non-members to enable it to carry out its activities in accordance with its objectives and for its administrative purposes. We may use the information to tell you about our other products and services. We will not make it available to any other person without prior consent from you.