

## **CANCELLATION POLICY**

**January 2019**

### **Introduction**

1. For most Pharmacy Management events free places are made available to healthcare professionals working in or for the NHS or HSE.
2. However, costs are incurred by Pharmacy Management in staging that event. Late cancellations may mean that the place cannot be offered to anyone else and catering cannot be adjusted.
3. Accordingly, when a place is cancelled less than 7 days before the event or a person who has booked fails to attend, a charge of **£90 plus VAT** may be levied to meet our non-recoverable costs. This will be invoiced to the person or their employer, and acceptance of a place at a PM Event is deemed to be acceptance of liability for such a charge.
4. At the sole discretion of Pharmacy Management, this charge may be waived if there is good cause for the cancellation or non-appearance.
5. It is not our intention to profit from any such charge. Accordingly, any surplus after our costs have been recovered will be donated to charity.