



## UK Society for Behaviour Analysis

### Payment, Cancellation, and Refund Policy

#### Payment

All payments for a UK-SBA events MUST be received in full 10 days prior to the event. Payments must be made electronically via Stripe® (payments links are available on event registration webpages). Payments cannot be made in cash or over the phone. In the event the registrant cannot make a payment via Stripe®, the UK-SBA may be able to offer payment by electronic invoice at the discretion of the Treasurer. We do not issue receipts for payment; proof of payment is provided through the transaction record with the registrant's bank or credit card.

#### Registered Attendee Cancellations and Refunds

Cancellation requests must be received in writing to [admin@uk-sba.org](mailto:admin@uk-sba.org) no less than 10 working days prior to the first day of the event. We will not refund registration fees for requests received after this deadline. All refunds are subject to a £15 administration fee.

Refunds will be made via Stripe® to the card used to make the original payment. Refunds cannot be issued in cash or over the phone. Where a registration fee had been paid via electronic invoice, the Treasurer will refund the payment via direct bank transfer and the registrant will be required to provide the relevant bank details for this payment.

#### Transfer of Registration

If a registrant is unable to attend an event, we cannot transfer registration to another attendee. The registrant must cancel his or her booking and the other attendee will need to book onto the event as a separate booking. A refund to the cancelled booking will be granted only if the cancellation is made no less than 10 working days prior to the first day of the event as outlined in the refund policy.

#### UK-SBA Amendments and Cancellations of Events

##### *Amendments*

The UK-SBA reserves the right to amend a programme up to the day of the event. In the event there are unforeseen circumstances where changes are required to a programme, venue, or speakers, we will inform the registered attendees via their registered email address as soon as possible to detail and explain any necessary changes. No refunds or credit-notes will be issued for amended events, provided those events occur on the same days and cities as the original events.

##### *Cancellations*

Where the UK-SBA has to cancel an entire event, all registered attendees will be contacted as soon as is practicable via their registered email address and issued a full refund via the original payment method in accordance with the refund policy.

Where the UK-SBA has to cancel part of an event, all registered attendees will be contacted as soon as is practicable via their registered email address and a proportion of the registration fee will be refunded via the original payment method in accordance with the refund policy. The proportion of refunded fees will be calculated by the Treasurer as a percentage of the event that has been cancelled.

In instances of fully or partially-cancelled events, the UK-SBA accepts no responsibility for loss or any additional costs incurred by registered attendees, including but not limited to, travel, accommodation, meals, or membership fees.