



Terms and Conditions

1. The organiser of the event is the Association of Chartered Physiotherapists in Sports & Exercise Medicine, 524 Richmond Road, Sheffield S13 8NB.
2. Your place is not guaranteed until you have received confirmation from ACPSEM by email.
3. Confirmation will be sent to you on receipt of payment, however it was made, within 14 working days of receiving your booking.
4. If you have not heard from ACPSEM within 14 working days after registering online, or 14 days before the start date of the conference, it is your responsibility to contact us to ensure your place is booked.
5. The delegate is responsible for ensuring payment has been made. Any delegates arriving at conference with an outstanding payment will be asked to provide credit card details as a guarantee.
6. Registration fees include complimentary refreshments, lunch and conference materials including an attendance certificate.

Refunds, Transfers & Substitutions

7. **Cancellation** of your booking should be made by email to info@physiosinsport.org

28 days or more notice	= 90% refund
7-28 days notice	= 50% refund
< 7 days notice	= 0% refund

8. **Transfer** to another similar course is permitted with some conditions

28 days or more notice	= free transfer to a course within one year
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< 28 days notice

= no transfer, see cancellation options
(item 7)

Please note that a similar course may be in a different part of the country. Attendees may cancel or transfer once, not on consecutive courses.

9. **Substitutions** of delegates can be made.

If the course has a waiting list ACPSEM will allocate a place to the next person. The person switching out of the course will be refunded their course fee minus a 10% admin charge.

Where there is no waiting list it is up to the delegate to find a replacement no later than 5 working days prior to the commencement of the event. They must provide the substitutions full name, postal address, email address and contact telephone number.

10. Any delegate registered to attend, who for whatever reason may not be able to attend the event, is still liable for payment as per the cancellation policy in point 7. The delegate will still receive the conference handbook and presentation notes of the speakers where applicable.

11. ACPSEM reserves the right to cancel the course due to insufficient enrolment numbers. Such a decision will be made at least 1 month before the scheduled course date(s). Delegates will be notified by e-mail and a full refund of conference fees will be provided. Every effort will be made to avoid cancellations.

12. Adequate personal insurance should be taken out as ACPSEM cannot be responsible for travel and accommodation costs should the course be cancelled.