CONFERENCE AND EVENTS CANCELLATION AND REFUND POLICY

Version 2

Policies superseded by this version

This document replaces version 1 of the policy, with effect from 1st August 2026

Summary of changes to previous version

The policy has been updated following the merge of St George's and City, University of London.

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1 Introduction

1.1 This policy sets out the arrangements for cancellations, substitutions and refunds relating to conferences, events, seminars and other chargeable activities organised by City St George's, University of London, including Bayes Business School.

1.2 The policy exists to ensure a fair, transparent and consistent approach to managing refund requests while protecting the financial viability of University events. Event income is often used to cover venue, catering, speaker, administration and operational costs, and therefore cancellation arrangements must be clearly communicated to all attendees.

1.3 This policy supports good financial governance, provides clarity for delegates and organisers, and helps ensure that refund decisions are applied consistently across the University.

1.4 This policy will sit on the university public website, linked from appropriate conferences and events pages and will be highlighted to delegates at the ticket booking stage.

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2 Freedom of Speech and Academic Freedom

2.1 City St George's, University of London, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law: https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech.

2.2 Nothing in this policy should be interpreted in any way that would be inconsistent with the code of practice and – in the event of any inconsistency – the provisions of the code will prevail.

2.3 The Office for Students ("OfS") operates a free speech complaints scheme. Under that scheme, the OfS can review complaints about free speech from non-student members, staff, applicants for academic posts and (actual or invited) visiting speakers. The scheme is free to use. Information about the complaints that the OfS can review is available on its website at: www.officeforstudents.org.uk/for-providers/freedom-of-speech/free-speech-complaints. Student complaints about freedom of speech issues are handled by the Office of the Independent Adjudicator for Higher Education ("OIA"). Information about how the OIA handles such complaints can be found on its website (https://www.oiahe.org.uk/resources-and-publications/latest-news-and-updates/oia-highlights-role-in-student-free-speech-complaints/).

3 Equity, Diversity and Inclusion

3.1 City St George's, University of London works to advance equity, diversity and inclusion in its activities, processes, and culture, for the whole University community, including staff, students and visitors.

3.2 The University will meet its obligations under the Equality Act 2010 in its policies and seek to eliminate discrimination on the basis of age, caring responsibilities, disability, gender identity, gender reassignment, marital status, neurodiversity, pregnancy, race, religion or belief, sex, sexual orientation, and socio-economic background.

4 Definitions

4.1 **Attendee/Delegate**
Any individual registered to attend a conference, event, seminar, workshop or other organised activity.
Conference/Event
Any chargeable event organised by City St George's, University of London or Bayes Business School.
Refund Request
A formal written request submitted by a delegate seeking reimbursement of event registration fees.
Substitute Delegate
A person nominated to attend an event in place of the original registered attendee.
Immediate Family Member
Typically a spouse, civil partner, parent, child or sibling. The University reserves the right to request reasonable evidence where required.
Organising Committee
The group or individuals responsible for planning and delivering the event and making decisions regarding exceptional refund requests.

5 Policy

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Conference and Events Cancellation and Refund Policy

- Cancellations and refund requests for conferences and events at City St George's, University of London (including Bayes Business School) must be made in writing to the City St George's, University of London Events Office.
- Requests may be mailed or emailed (contact information below). Telephone requests will not be honoured.
- Academic conferences and events are generally not budgeted to make a profit, and delegate ticket income is used to cover event costs. Delegates should therefore check this policy carefully if there is any possibility of cancellation in advance.
- The Events Team will refund fees as soon as possible and no later than one month after the conference or event has concluded. The refund will be made back to the card used for initial payment.

Full Refund – More than 30 days notice

- To receive a full refund, City St George's, University of London must receive written requests no later than 30 days prior to the first day of the conference or event.

50% Refund – Less than 30 days notice

- Requests for refunds received by City St George's, University of London within 30 days, but not within the final 14 days, prior to the conference or event will be eligible for a 50% refund.

No refund – Within 14 days

- Requests for refunds within 14 days prior to the start of the conference will not be eligible for a refund.

Author/Speaker refunds

- Authors who have their papers included in the proceedings are not eligible for a refund. Authors may receive a refund if they withdraw their papers before the paper is included in electronic or hard-copy proceedings and within the timeframe given above.

Emergency illness or Death of Registrant or Immediate Family Member

- Refunds may be granted if an attendee is unable to attend the Conference due to a family death, illness or other extraordinary circumstance (at the discretion of the organising committee). In such circumstance, the Events Office must be contacted by letter or email.

Substitution Policy

- Registrants may send a substitute in their place in lieu of requesting a refund. The Events Office must be notified of this at least 10 days prior to the start of the event or conference.

Visa Letters and refunds

- Visa letters and invites cannot be produced until payment for registration has been made. In the event that a visa cannot be obtained, a refund may be given. Notification of this must be given to the Events Office at least 10 days prior to the start of the Conference or Event.

To request a refund contact:

Events Office, External Relations
events@citystgeorges.ac.uk
City St George's, University of London Northampton Square London EC1V 0HB United Kingdom

Bayes Events Team
Bayes-Events@citystgeorges.ac.uk

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5.1 **Purpose**

The purpose of this policy is to:

- Provide a clear and consistent framework for managing event cancellations and refund requests.
- Ensure delegates understand the financial implications of cancelling attendance.
- Protect the University's ability to recover costs incurred in organising events.
- Support fair and transparent decision-making.
- Establish responsibilities for delegates, event organisers and administrative staff.

5.2 **Scope**

This policy applies to:

- All chargeable conferences, events, seminars, workshops and similar activities organised by City St George's, University of London.
- All chargeable conferences, events, seminars, workshops and similar activities events organised by Bayes Business School.
- External delegates, speakers, authors and attendees who have paid a registration fee.
- This policy does not apply where alternative cancellation arrangements have been explicitly stated in event-specific terms and conditions. In such cases, the event-specific conditions will take precedence.

5.3 **Principles**

The University will administer this policy according to the following principles:

- Transparency – cancellation and refund arrangements will be communicated clearly before registration.
- Consistency – refund requests will be assessed against the same criteria.
- Fairness – exceptional circumstances will be considered on a case-by-case basis.
- Financial Responsibility – event funds will be managed responsibly and refunds balanced against costs already incurred.
- Timeliness – eligible refunds will be processed as promptly as possible.

5.4 **Roles and responsibilities**

Event Delegates

- Read and understand the cancellation and refund policy before registering.
- Submit cancellation requests in writing within the required timescales.
- Provide supporting information where exceptional circumstances are being claimed.

Events Office / Events Team

- Administer refund requests in accordance with this policy.
- Maintain records of cancellations and refunds.
- Process approved refunds within the stated timeframe.
- Provide advice regarding eligibility and procedures.

Event Organisers / Organising Committee

- Consider exceptional refund requests.
- Make decisions regarding discretionary refunds where circumstances fall outside the standard policy.
- Ensure event-specific communications reference this policy where appropriate.

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6 Procedure

6.1 **Refund Request Procedure**

- The delegate submits a cancellation or refund request in writing to the appropriate Events Office email address.
- The Events Team confirms receipt of the request.
- The request is assessed against the eligibility criteria set out in Section 5.
- Where exceptional circumstances are claimed, additional information may be requested and the matter referred to the organising committee.
- The delegate is notified of the outcome.
- Approved refunds are processed to the original payment method as soon as practicable and no later than one month after the event has concluded.
- Substitution requests must be submitted at least 10 days before the event.

7 Advice and guidance

For advice regarding cancellations, substitutions or refunds, delegates should contact:

Events Office, External Relations
events@citystgeorges.ac.uk

Bayes Events Team
Bayes-Events@citystgeorges.ac.uk

Queries regarding interpretation of this policy should be directed to the relevant Events Team.

8 Failure to comply

8.1 Failure to comply with this policy may result in:

- Refund requests being declined.
- Delays in processing cancellation requests.
- Administrative difficulties affecting event planning and delivery.
- Financial loss to the University where cancellation procedures are not followed.
- University staff responsible for administering the policy are expected to comply with its requirements and associated financial procedures.

9 Review

9.1 **Review Arrangements**

- This policy will be reviewed every three years, or sooner where there are significant changes to operational requirements, legislation, financial regulations or University governance arrangements.
- The policy should be reviewed by the Events Manager (Academic) in consultation with relevant stakeholders.
- Approval should be granted by the appropriate University committee or delegated authority in accordance with the University's policy governance framework.

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Policy information

Should you require further information regarding this policy or access to the policy in an alternative format, then please contact Louise Gordon, Events Manager.

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Appendix

[*An appendix to a policy may be used to set out specific procedures, contact information, examples of how to comply, etc*]

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