

Challenging Education Conference/Event Cancellation Policy

All Challenging Education cancellations and refund requests must be made in writing as indicated below. Requests must be sent to the Challenging Education Office. Requests may be mailed or emailed (contact information below). Telephone requests will not be honoured.

More than 30 days notice – administration fee retained

To receive a full refund minus a £4 administrative fee, Challenging Education must receive written requests no later than 30 days prior to the date of the conference or event.

50% Refunds – Less than 30 days notice

Requests for refunds received by Challenging Education within 30 days, but not within the final 14 days, prior to the conference or event will be eligible for a 50% refund.

No refunds – Within 14 days

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

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 team). In such circumstance, the Challenging Education 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 Challenging Education Office must be notified of this at least 10 days prior to the start of the event or conference.

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 or to the account where payments are made by BACs.

To request a refund contact:

Challenging Education Office,
Slipways
1b Pengwern Road
Shrewsbury
SY3 8JD

Email: michelle@challengingeducation.co.uk