

## Terms and Conditions

Please do not send any payment with this booking as you will be invoiced before the event, once we have administered your booking

**All cancellations must be made in writing. If you cancel a booking more than 30 working days before the event, you will be charged a £50 administration fee per booking. If you cancel within 30 working days you will be charged the full fee**

If you make a delegate name change against your original booking, there will be an admin charge of £30 + VAT per delegate

If, at the time of booking, you do not know the names of delegates, please let us have names no later than two weeks before the event.

Please note that the CIH cannot guarantee that delegates' names will be printed on the delegate list and a badge will be produced, if bookings are received within 10 working days of an event.

Please keep a photocopy of this form for your records, if possible.

CIH Events will not be liable for reimbursing delegate fees if delegates are not able to attend an event due to circumstances out of the CIH's reasonable control including, but not limited to, weather conditions, fire, flood, transport strikes, closures or delays or any other Force Majeure or Act of God.

This booking is subject to the usual CIH Terms & Conditions.

Joining Instructions will be sent out 10 working days before the event. If you do not receive your JI's please call the events team on 02476 851722. Not attending an event because you have not received JI's will not be eligible for a refund

## Limitation of Liability

The Chartered Institute of Housing (CIH) accepts responsibility for accident, injury or loss suffered whilst attending this event if it is directly due to negligence on our part.

Delegates are responsible for taking care of their own property.

CIH accepts no responsibility for any loss incurred whilst using material or information gained at this event.

## Cancellation of Events

CIH may have to cancel an event. In this case, we will return any payments received in advance. We will not refund any other costs you may incur as a result of this cancellation.

## Copyright

The copyright of all training material rests with the CIH or the trainer.

## Data Protection Act 1998

In making this booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you.

If you would prefer not to be informed of CIH products please tick this box.

**All CIH members are entitled to receive the discounted rate as indicated above. If you are not currently a CIH member and would like to benefit from this discount, along with a range of other offers, please contact Customer Services on 024 7685 1700 or by email on [customer.services@cih.org](mailto:customer.services@cih.org) or visit our website at [www.cih.org/services/member/index.php](http://www.cih.org/services/member/index.php)**

**By submitting this booking I agree to the CIH terms and conditions**