



The Tavistock Institute

Cancellation Policy

This policy relates to the cancellation of attendance to events by participants and the cancellation of events by The Tavistock Institute. Please read these terms carefully before booking a place on a Tavistock Institute conference or event. Terms are non-negotiable, unless exceptional circumstances apply, but any variation to these terms are at the Tavistock Institute's absolute discretion.

One day conferences

Cancellations made up to six weeks before the event will be charged an administration fee of £50.

The booking fee will not be refunded for cancellations made up to one month before the event.

Cancellations made between one month and 10 days before the event will be charged the balance of 50% of the invoice total.

Cancellations made within 10 days of the event will be charged the full invoice total. However, you can substitute a delegate at any time.

Delegates cancelling within 21 days of the event, but who book a place on an alternative one-day event will receive a 15% discount on the booking fee for that event, but the cancellation charges described above will still apply.

Short training courses, workshops

Cancellations made up to two months before the event will be charged an administration fee of £50.

The booking fee will not be refunded for cancellations made up to six weeks before the event.

Cancellations made between six weeks and one month before the event will be charged the balance of 50% of the invoice total.

Cancellations made between one month and 10 days before the event will be charged the balance of 75% of the invoice total.

Cancellations made within 10 days of the event will be charged the full invoice total. However, you can substitute a delegate at anytime before the course commences.

Delegates cancelling within 21 days of the event, but who book a place on the same or an alternative course will receive a 15% discount on the booking fee for that event, but the cancellation charges described above will still apply.

Where the delegate has attended part of the short training course/workshop, no refund will be permitted. However, the delegate may immediately book the same or another course in this series and receive a 15% discount, but the cancellation charges described above will still apply.

Conferences up to seven days

Cancellations made up to three months before the event will be charged an administration fee of £100.

The booking fee will not be returned for cancellations made between two months and up to one month before the event.

Cancellations made up to one month before the event will be charged the balance of 50% of the invoice total.

Cancellations made anytime in the period one month before the event will be charged the full fee. However, you can substitute a delegate at any time before the event commences.

If you rebook another conference immediately upon cancellation, you will receive a 15% discount on that event, but cancellation charges as described above will still apply.

Conferences between seven to fourteen days

Cancellations made up to four months before the event will be charged an administration fee of £100.

The booking fee will not be returned for cancellations made up to three months before the event.

Cancellations made up to six weeks before the event will be charged the balance of 50% of the invoice total.

Cancellations made anytime in the period six weeks before the event will be charged the full invoice total. However, you can substitute a delegate at any time before the event commences. If you rebook another conference immediately upon cancellation, you will receive a 15% discount on that event, but cancellation charges as described above will still apply.