

Financial Terms and Conditions

The Dyslexia Guild – Annual Summer Conference

from March 2019

1. **Please read this information carefully**

It is the responsibility of the delegate to ensure that the terms and conditions for the conference are followed and that Dyslexia Action receives payment as instructed (an invoice will be sent directly to you from The Real Group).

2. **Delegate Responsibility**

Delegates are responsible for ensuring the payment of all delegate costs even if they are paid for by a third party.

3. **Payment Information**

All payments must be made in Pounds Sterling (GBP).

All payments are subject to VAT.

Please note: A delegate place will not be classed as 'confirmed' until all fees have been paid in full.

The 'pay later' option will be removed on 25 May. Anyone wishing to register after this time can only pay by credit or debit card online at time of registration.

4. **Payment Methods – Card online**

Dyslexia Action accepts VISA, MASTERCARD credit or debit only. We are unable to accept any other forms of credit card.

5. **Payment Methods – Pay Later**

If your conference place is being paid for by an employer, or you are booking on behalf of an employee, or wish to pay via a Purchase Order then **please note there will be an additional fee of £25+VAT.**

Payments made to us via the 'Pay later' option must be received **no later** than Friday 31 May 2019 (your place will be cancelled if payments are not received by this date).

6. **Delegate Registration**

You will receive an email auto response once you have registered online please note:

Those who have paid with card online – this is your confirmation and a 'paid' invoice will be sent to you separately. No further information will be sent.

Those who have selected the pay later option – this is your confirmation of registration ONLY and an invoice will be sent to you separately, your place is **not** confirmed until monies have been received.

7. Delegate Cancellation

Cancellation is defined as a delegate being unable to attend the conference **after** booking a place (see table below).

Delegate cancellations **must** be made in writing by email to the guild administrator at guild@dyslexiaaction.org.uk . We are unable to accept notification of cancellations by telephone.

Table of Cancellation Charges – Delegate place

Once a delegate has booked and then cancelled a place the following applies:	
Cancellation Made	Fee Refundable
4 weeks or more before the event (up to 23 May 2019)	Full refund (Less £25 plus VAT admin fee)
4 weeks or less before the event (from 24 May 2019)	No refund (we can accept substitute delegates up to 72 hours prior to the event – 17.06.19)

8. Event Attendance

-Dyslexia Action reserves the right to cancel any event where delegate numbers are insufficient to allow it to run or for any other reason outside our control

-It may be necessary, for reasons beyond the control of Dyslexia Action, to change the content and timing of the programme, the date, the venue or the speaker(s)

-Dyslexia Action shall not be liable to refund of fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control

-Failure to attend the event by a delegate will result in the full cost being incurred. No refund shall be given

-Failure to attend an event at which a free or concessionary rate place was given may, at Dyslexia Action’s sole discretion, result in the delegate becoming ineligible for such places at future event(s) and liable for the cost.

9. Withdrawal from an event

Withdrawal is defined as a delegate leaving the event before it is completed.

Once a delegate has arrived at the event no refund will be given for early departures.

10. Loss of property

Dyslexia Action is not responsible for the loss or theft of delegate possessions during travel to, during the event or after an event. Any property left under our care is left at the owner’s risk.

The replacement of handouts and other promotional items at the time of the event may not be possible and any costs involved in replacing such items or in postage will be passed on to the delegate.

Contact Details

For further help and advice about the Guild conference or our membership organisation

The Dyslexia Guild please contact:

The Guild Administrator

The Dyslexia Guild

Centurion House, London Road, Staines-upon-Thames. TW18 4AX

Tel: 01784-222304

Email: guild@dyslexiaaction.org.uk Web: dyslexiaaction.org.uk

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