



Insurance Internal Audit Group

IIAG Booking, Cancellation and Refund Policy

Quarterly Events

The IIAG incurs costs when delegates book to attend the events we host. However, those costs can be managed, and potentially avoided, if sufficient notice is provided should a delegate subsequently not be able to attend.

Our policy is therefore:

- All bookings are firm once made and confirmed. The appropriate delegate fee is then due and payable.
- Cancellations advised to the IIAG administrator at least 7 working days prior to a quarterly event will receive a refund of the delegate fee paid less a £10 administration charge.
 - That charge is still payable should the fee not have been paid at the time the cancellation is advised.
 - Alternatively, the fee due and payable can be rolled forward and used against a future event.
 - There is no administration charge levied for doing this.
- Refunds will not be made for cancellations advised less than 7 working days prior to an event.
- Substitutions may be made at any time, including on the day of the event, but must be advised to the IIAG administrator.
 - There is no additional fee for a substitution.