



## **Cancellation Policy - SHCG Conference and Seminars**

The Social History Curators Group (SHCG) was formed to improve the status and provision of social history in museums and the standards of collections, research, display and interpretation. We organise one conference and at least two seminars per year to help achieve this aim. This cancellation policy covers both this regular events programme and any other extraordinary events run by Social History Curators Group.

### **Delegates**

SHCG keeps costs for attending its seminars and conference as low as possible by budgeting events to break even and we manage the budget for each event very tightly based on the number of attendees. Our events often book up very quickly and we run waiting lists after bookings reach capacity so that as many people as possible can benefit from the training opportunities we provide. For these reasons, we ask that you let us know as soon as possible if you need to cancel a booking, even if the event is free of charge. The booking deadline will be stated clearly on the paperwork for each event and informs our schedule of cancellation charges:

- Cancellations received before the booking deadline. No cancellation fee, full refund.
- Cancellations received after the booking deadline but more than a calendar week before the scheduled event start:
  - i. £10 or a cancellation fee of 20% of the full cost of the event (whichever is the greater).
  - ii. For events costing less than £10: 100% of the full cost of the event.
- Cancellations received less than a calendar week before the scheduled event: Full event fee payable and no refund issued.
- Bookings are transferable from one individual to another within the same institution at no charge; however, only one person may attend per booking. The name and contact details of the new delegate, along with any dietary requirements, should be provided as soon as possible, ideally two weeks before the scheduled event.
- All travel arrangements to SHCG events are the sole responsibility of the delegate and no exceptions can be made in the event of delayed or cancelled trains, planes or other forms of public or private travel.

SHCG Board of Trustees may waive any cancellation charge payable under this policy in exceptional circumstances. Any such waiver must be agreed in writing by a simple majority of the Board of Trustees.

### **Speakers**

Delegates booking SHCG events have the right to expect that they will receive the full advertised programme. In the event of speaker cancellations, the SHCG Conference / Seminar / Organisers will endeavour to book a suitably qualified substitute speaker who can deliver similar learning outcomes. For these reasons, we ask that you only commit to speaking if you have capacity to do so and let us know as soon as possible should unforeseen circumstances force you to withdraw. In these circumstances:

- SHCG will not honour any previously agreed speaker expenses.
- If your travel is booked through SHCG Treasurer the cancelling Speaker must reimburse SHCG the full cost of the travel upon cancellation
- Speakers must supply a copy of their notes and/or presentation if the cancellation is made less than three weeks before the scheduled event.
- We welcome suggestions for suitably qualified substitute speakers, however, final decisions on substitutions lie with the Conference / Seminar Organisers

This policy was formally reviewed, amended and adopted on Friday 5th April 2019.

**Review Date: 5th April 2021**