

Terms and conditions

Cancellations - UKSG 2022

Delegates

If you are unable to attend for COVID reasons, you are able to allocate someone else your place until the Friday before the conference at no charge. If you cannot get a replacement, the following scale of refunds apply:

- More than 90 days before the 1st day of the event – 100% refund
- 90 – 30 days – 50% refund
- 0 – 30 days – no refund

Exhibitors

For 2022, in the event of a cancellation (by the exhibitor), the following cancellation charges schedule will apply to individual exhibitors:

- More than 90 days before the 1st day of the event – 100% refund
- 90 – 30 days – 50% refund
- 0 – 30 days – no refund

We will make every attempt to re-sell your booth and in that event you would receive a 100% refund of the re-sale price.

UKSG refunds are limited to the exhibitor booth fee. We are not able to refund additional costs paid to third parties, such as AV, catering and furniture.

Please note that you are able to transfer your free exhibitor delegate place to another member of staff until the Friday before the conference at no charge.

(Please note that UKSG still incurs stand building charges at 30 days prior to the event starting).

Sponsors

In the event of the conference going online only, we will transfer your sponsorship payment to the online version and refund or hold a credit for the difference.

General

In the event of any National, Regional or Local Administration restrictions meaning you cannot attend, or the event being unable to take place, you will be entitled to receive a refund of 100% of your fees, with the additional choice to donate the money or roll it over to a future event.