

HLF Courses and Events Payment and Refund Policy

Payment

- Payment must be made to the Historic Libraries Forum in advance of the event. We cannot guarantee a place until payment is received.
- If an attendee needs to pay by invoice and knows that this will take longer due to institutional processes, they should contact the event organiser once they have made their booking to confirm a payment date.

Cancellations/Refunds

- If a participant is unable to attend an event for which payment has been made, by arrangement with the event organiser, they may substitute their place for someone else. This can be done up until two days before the event. Although we will endeavour to meet any dietary requirements for the substitute attendee, please appreciate this will entirely rest with the venue's capacity to make a last-minute change.
- If the participant is unable to attend and cannot transfer their place to someone else, then the following refund arrangements apply:
 - Bookings cancelled more than 14 days before the event will be refunded 100% of the registration fees minus the Eventbrite booking fee.
 - Registrations cancelled less than 14 days before the event cannot be refunded.
- If the Historic Libraries Forum has to cancel an event where payments have already been made, then the full payment amount will be refunded (including any Eventbrite booking fees).
- Refunds will be made via the same means as the method of payment, and we aim to process these within 30 days of a refund being agreed.
- The Historic Libraries Forum is not responsible for additional costs incurred, for example, travel or accommodation costs, if an event is cancelled.