

# EASE terms and conditions

## 1. Event registration

Questions about any registration process should be sent to [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Attendees' names, affiliation and country may be included in a delegate list, circulated to all speakers, trainers, and delegates. This list may not be used for commercial purposes. If you do not wish your details to be included, please notify us by contacting [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Registration will close one hour before the event's start time, after which we cannot guarantee your registration will be processed.

Substitutions will be permitted (subject to conditions). Please notify [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Cancellations will be accepted and refunded up to one day before the event; please notify [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

No refunds will be made for cancellations received less than one day before the event or to registered delegates who fail to attend.

If the event is cancelled owing to circumstances beyond the control of the organisers, refunds will be made to all delegates.

Cancelled services will be reimbursed within 30 days of the event.

All attendees must abide by the [EASE Code of Conduct](#).

## 2. Conference Terms and conditions

Questions about the registration process should be sent to [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Attendees' names, affiliation and country may be included in a delegate list, circulated to all speakers, trainers, and delegates. This list may not be used for commercial purposes. If you do not wish your details to be included, please notify us by contacting [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Registration will close at the end of business seven days before the event's start date, after which we cannot guarantee your registration will be processed.

Delegate substitutions will be permitted up to seven days before the event (subject to conditions).

All cancellations must be sent to [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Cancellations will be accepted up to 14 days before the Conference. Payments will be refunded less a £30 administrative charge.

No refunds will be made for cancellations received less than 14 days before the Conference or to registered delegates who fail to attend.

If the Conference is cancelled owing to circumstances beyond the control of the organisers, refunds will be made to all delegates less an administrative fee.

Cancelled services will be reimbursed within 30 days of the event.

All attendees must abide by the [EASE Code of Conduct](#).

## 3. Physical product purchase

Orders for physical products will be dispatched within seven days of receipt of the order provided they are in stock. You will be notified of a delay in delivery and have the right to cancel your order if we are unable to fulfil your order in a reasonable timeframe.

Shipping costs are variable depending on where in the world the product is being shipped to. It may not be possible to ship to all destinations; please check before ordering by emailing [secretary@ease.org.uk](mailto:secretary@ease.org.uk).

Physical products are shipped from the UK. Please allow additional time if you are ordering from overseas.

## 4. Digital product purchase

You will receive a link to the webinar recording by email once your payment has been received and processed.

## 5. Refunds and returns

Our refund and returns policy last 30 days. If 30 days have passed since your purchase, we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it and in its original packaging.

Downloadable software products are exempt from being returned.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted:

- Book with obvious signs of use
- Any item not in its original condition, damaged, or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment within 14 days.

### Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

### Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [secretary@ease.org.uk](mailto:secretary@ease.org.uk) and send your item to: EASE, The Brambles, Ryton Road, Dymock, Gloucestershire, GL18 2DG, UK.

## Shipping returns

To return your product, you should mail your item to: EASE, The Brambles, Ryton Road, Dymock, Gloucestershire, GL18 2DG, UK.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

You may consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.

Your personal details will be held and used by EASE for the purposes of managing your registration or product purchase. See our [Privacy Statement](#) for full details.

Need help?

Contact the EASE Secretary [secretary@ease.org.uk](mailto:secretary@ease.org.uk)

We will update these terms and conditions periodically as required. Please note carefully the 'last updated' date as any changes will apply immediately. We recommend that you review this notice regularly.

Last updated: 12 October 2023