

	
	REFUND & CANCELLATION POLICY
Version 3	09-03-2023

INTRODUCTION

One of our Company's core values is to uphold responsible and fair business practices. We are committed to promoting and maintaining the highest level of ethical standards in relation to all of its business activities.

EVENTS

Ordinary Events

Cancellations made less than 3 working days prior to the event start date - charged in full

Special Events

Cancellations made less than 10 working days prior to the event start date - charged in full

Special Events includes, but are not limited to, the following:

Annual Dinner

Awards Dinner

Business Week Stands

Platinum Events

To cancel any event please call 01292 678666 or email events@ayrshire-chamber.org

TRAINING COURSES

Applies to all training courses:

The following charges will apply to booking cancellations:

More than 2 weeks' notice from course start date - no charge

1 -2 weeks' notice from course start date - 75% of course fee

Less than 7 days' notice from course start date -100% of course fee

To cancel any training course please call 01292 678666 or email jcoulter@ayrshire-chamber.org , rgauld@ayrshire-chamber.org or enquiries@ayrshire-chamber.org

MEMBERSHIP

Please note that our Memorandum & Articles of Association a Member may terminate membership by giving notice in writing at least three months before the day when his subscription shall next be due. If no such notice is received the Member shall be liable for the

subscription for the ensuing year which shall be a debt due to and legally recoverable by the Chamber.

Cancellation of membership needs to be in writing, either by letter or email. We will write to you to confirm that we have cancelled your membership as per your request.

Members may cancel their subscription to a product, service or membership at any time but may not be eligible for a refund of fees already paid. Alternatively, members can lapse their subscription at the point of renewal but will not be eligible for a refund of fees already paid. Ceasing your membership will also stop access to products and services that are received through being an Ayrshire Chamber member.

If you pay your subscription by Direct Debit payments the Direct Debit instruction will be cancelled for the next payment. Please note that if you cancel your Direct Debit instruction this will automatically lapse or cancel your membership. It is therefore important that you contact Ayrshire Chamber as soon as possible.

In the event of you wishing to cease your membership we will require payment of any arrears that may be due from you at the time following which you will have no further obligations.

Ayrshire Chamber reserves the right to alter, amend, change, modify or withdraw any of the membership categories at any time and without prior notice.

BOARDROOM BOOKINGS

The following charges will apply to booking cancellations:

More than 2 weeks' notice from hire start date - no charge

1 -2 weeks' notice from hire start date - 75% of course fee

Less than 7 days' notice from hire start date -100% of course fee

To cancel any boardroom booking please call 01292 678666 or email jcoulter@ayrshirechamber.org or admin@ayrshire-chamber.org