



Conference Cancellation Policy

1. If a registrant is unable to attend an event for any reason they may substitute, by arrangement with the registrar, someone else to attend in their place.
2. If a registrant is unable to attend, and providing the conference registrar is informed in writing by the final date for payment that as displayed on the website for the event in question, the fee paid can be left with NutriGenetic Research Institute (NGRI) as payment towards a place at the same event the following year or another NGRI event that takes place in the 12 months following the originally booked event.
3. If a registrant is unable to attend, the fee can be applied to towards a NGRI conference recording.
4. Where the registrant is unable to attend, and is not in a position to transfer his/her place to another person or to another event, then the following refund arrangements apply after careful consideration:
 - Registrations cancelled more than 30 days before the event will be eligible for an 80% refund of the registration fees paid.
 - Registrations cancelled 2 weeks before the event are no longer eligible for a refund.

Refunds will be made in the following way:

For payments received by credit or debit cards, 3rd party services or check, we will mail a check to the registrant with their name and address information on registration form unless otherwise indicated.

Important: For payments received from outside the UK by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrants account. For payments made through 3rd party accounts, refunds will be handled through the same venue.

The policy as stated on this page is valid from November 20, 2019.