

BOOKING CONDITIONS

Bookings

All bookings for events and training linked to the Enhanced Recovery after Surgery Society (UK) Community Interest Company (ERAS UK c.i.c.) should be made online at www.erasuk.net or by phone to 03300010849

Bookings received online will be processed within 2 working days.

Electronic attendance certificates will be provided events so please ensure that name spellings and details are correct at the time of booking.

Confirmation of Bookings

Bookings will be received on a first come first served basis. Whilst places can be reserved for a short period, bookings will only be confirmed upon receipt of payment.

Fees

Payment must be made within 10 working days in order to confirm a booking. If payment is not received within this time, the place will be released and must be re-booked.

Payment methods:

- PayPal/ Credit or Debit card payments. A link to an electronic invoice will be included in your booking message. If you experience difficulties in paying this invoice, please notify the ERAS UK Admin to arrange an alternative method of payment (erasukcontact@gmail.com)

An electronic payment receipt and confirmation of your booking will be issued within 3 working days.

Invoicing

Invoices will only be raised on receipt of a valid purchase order number, together with the full name, email and postal address for the relevant finance department. The deadline for receipt of these details is 8 weeks prior to the event date. Bookings will only be confirmed once payment has cleared in our account.

Cancellations/Substitutions

Cancellations must be received 4 weeks before the event in order to receive a full refund of the fee. Please notify the ERAS UK Admin if you need to cancel your place (erasukcontact@gmail.com)

Substitute delegates are accepted at no extra charge, but their details must be provided to the ERAS UK office within 3 working days of the notification of change.

Where no substitute attendee is available, the refund policy is as follows:

- 50% refund for cancellations received 2-4 weeks before the event
- Cancellations with less than 2 weeks notice will incur the full fee
- Failure to attend will incur the full fee

Cancellation by Organiser

Changes to, or cancellation of, events may at times be necessary, but such changes would not incur a fee. In the event of cancellation, the ERAS UK Admin will contact each delegate by email and arrange a full refund or transfer to an alternative event.

COVID-19

Delivery of a face to face event will be subject to the current local and national safety guidance, which will be monitored at regular intervals. All participants are required to follow the relevant safety protocols which will be circulated at least 4 weeks prior to the event.

It is the Responsibility of the Delegate to ensure that:

- All contact information is provided to the ERAS UK Office to enable effective notification of changes or cancellations.
- Current safety procedures related to COVID-19 are followed e.g. social distancing and use of face coverings
- Correct names and titles are given at the time of booking to assist in the production of name badges and certificates of attendance.
- Substitute delegates are confirmed to the ERAS UK Admin, or cancellation is advised within the due time.
- They arrive in time for the event and sign in at the appropriate entrance point on arrival.
- They familiarise themselves with appropriate fire regulations and evacuation procedures for the relevant venue.

ERAS UK cic Data Protection Policy

ERAS UK c.i.c. needs to collect and use certain types of information about the Individuals or Service Users who come into contact with **ERAS UK c.i.c.** in order to carry out our work. This personal information must be collected and dealt with appropriately whether is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the General Data Protection Regulation 2018.

Fiona Carter is the Data Controller under the regulation which means that they determine what purposes personal information held, will be used for. They are also responsible for notifying the Information Commissioner of the data ERAS UK holds or is likely to hold, and the general purposes that this data will be used for.

ERAS UK c.i.c. may share the following types of personal information with funding organisations in line with healthcare compliance regulations: name; job role; place of work

ERAS UK c.i.c. intends to ensure that personal information is treated lawfully and correctly.

To this end, **ERAS UK c.i.c.** will adhere to the Principles of Data Protection, as detailed in the General Data Protection Regulation 2018. **ERAS UK c.i.c.** is registered with the Information Commissioners Office.

In case of any queries or questions in relation to this policy please contact the **ERAS UK c.i.c.** Data Protection Officer:

Dr Fiona Carter, Fiona.j.carter@gmail.com, Tel: 03300010849