

## Booking Policy, incl. Cancellations, Postponement & Change of Venue

- Tickets will be assigned on a first come, first served basis.
- We cannot guarantee late availability as tickets are sold on a first come, first served basis
- We reserve the right to cancel, postpone or move the Awards Ceremony to another Venue or to change any other aspect of the Awards Ceremony at our discretion. However, we will notify you promptly if the change relates to a change of Venue or material change in timing. For the avoidance of doubt, such a change shall not entitle you to terminate your booking.
- If you wish to cancel your attendance at the Awards Ceremony you must email us at [hello@britishdataawards.co.uk](mailto:hello@britishdataawards.co.uk) as soon as possible.
- If you cancel 60 or more days before the Awards Ceremony, we will refund your booking in full. If you cancel 45-59 days before the Awards Ceremony, we will refund 50% of your booking. Where you cancel less than 30 days before the Awards Ceremony there will be no refund.
- If you (or if any of the attendees you have confirmed as attending) cannot attend the Awards Ceremony we may allow a substitute attendee at our discretion, and provided the request is made no later than 48 hours prior to the Awards Ceremony. Any such request must be made by email to the address set out on the Awards Page and should include the name of the Attendee who will not be attending and the full name of the substitute, including their job title and contact details. If the substitute delegate has differing requirements (e.g. dietary) from the original, we may not be able to accommodate these if the request is received within 10 days of the Ceremony date.