

## BTS SHORT COURSES BOOKING CONDITIONS

**The British Thoracic Society accepts bookings under the following conditions.**

*As places are allocated on a first-come, first-served basis, early application is advised.*

### BOOKING METHODS AND DELEGATE REGISTRATION

- All bookings should be made online. If you are unable to book online, please contact the British Thoracic Society via email at [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk) for assistance.
- When booking and paying in full online via credit / debit card, you will receive a receipt and confirmation of your booking automatically. If paying by invoice, a confirmation will be sent on receipt of the purchase order. If a course has a wait list, we will only debit your credit / debit card, if using, when you have been allocated a place on the course(s) of your choice.
- Once your course place has been confirmed, this constitutes a booking and you will be liable for an automatic 25% cancellation charge thereafter.
- If you wish to attend more than one course, please complete the relevant online booking and send a separate payment for each course.
- All correspondence will be sent to the email provided at the time of booking.
- Delegate registration by individuals employed by the tobacco industry is not permitted.

### PAYMENT METHODS

- We accept payment by credit / debit card, but cannot accept payment by Amex, Diners Club or Visa Corporate Payment Cards, with card numbers beginning with 4715, 4484 or 4917. These are increasingly in use within the NHS and in some commercial organisations, but BTS is not an authorised user of the scheme.
- We can invoice the Finance Department at your place of work on receipt of a Purchase Order form from you. We do not invoice individual delegates, nor do we accept cheques.
- All payments, regardless of method, must be in Sterling and include any banking fees (if relevant).

### INVOICES & PURCHASE ORDERS

We can issue invoices but please note the following conditions:

- We only issue invoices to Finance Departments; we do not issue invoices to individual delegates.
- Your place will not be guaranteed until we receive a Purchase Order (PO) form, which we must receive by two weeks prior to the event. Email your PO form to [finance@brit-thoracic.org.uk](mailto:finance@brit-thoracic.org.uk).
- It can often take Finance Departments days or weeks to produce Purchase Orders, so do act quickly and contact them immediately on booking. The PO will need to include details of the delegate's full name, course title, course cost, and billing address. We will need the official form, not just the PO number.
- If we do not receive the Purchase Order in time (2 weeks before the course date), your place will be cancelled. Therefore, please do not make any related travel arrangements until you receive

confirmation of the booking. The Society is not liable for reimbursing travel expenses if you cannot attend because your employer has not paid the fees or provided a PO.

- We confirm bookings with payments as and when they arrive. It is therefore in your interest to check progress of the payment with your Finance Department. For very popular courses you might prefer to pay via credit / debit card yourself and claim back course fees from your employer.
- We cannot take any responsibility if you miss the opportunity to attend any course if the delay rests with your employers and/or their Finance Department.
- If we receive a PO but you haven't booked online to attend a course, you won't have a place so please go through the booking process to reserve your spot; any problems with this please email [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk).

#### CHANGES TO BOOKINGS OR PROGRAMME

- If you are unable to attend, a substitute delegate may be able to attend in your place. Please contact BTS head office in this event ahead of the course date. Tel: 020 7831 8778 option 3 or email: [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk).
- The British Thoracic Society reserves the right to change the speakers in cases of illness or other conditions beyond its control.
- If you decide to cancel your membership prior to attending any course that you are booked onto, you will be required to pay the outstanding balance at the non-member rate.

#### ONSITE

- The British Thoracic Society does not accept responsibility for loss or damage to delegates' own property and/or personal effects while at the course.
- The British Thoracic Society does not accept liability for loss or damage to personal effects caused by events beyond its control – including (but without limitation) fire, flood, strikes, civil disturbances or for consequential loss or damage of any kind whatsoever.

#### ONLINE

- The British Thoracic Society does not accept liability for attendance issues due to events beyond its control – including (but without limitation) cyber-attack, internet bandwidth / connection issues, or computer problems.
- You will need to register in advance with Zoom; once registered you will receive a 'meeting registration approval' followed by a final email to confirm your registration. Please ensure you are on the most up-to-date version of Zoom.
- Most courses will be recorded and available for you to watch for a short period of time following the course. Where recordings are available, information on how to access these will be emailed to you shortly after course has completed. Confirmation of whether your course will be recorded will be included within your confirmation email following booking; if you require further information please email [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk).
- The British Thoracic Society does not have permission to distribute copies of any slides shown during the course. In addition, you are not permitted to screenshot or copy the slides due to copyright restrictions.

### **CANCELLATION OF BOOKING**

The British Thoracic Society will accept **written** cancellations to [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk) on the following basis:

- A 25% cancellation charge will apply to all cancellations once they have been confirmed.
- Cancellations received less than 6 weeks prior to the course cannot usually receive any refund.
- If you have to cancel the course booking due to exceptional circumstances beyond your control, please inform the Society in writing to [bookings@brit-thoracic.org.uk](mailto:bookings@brit-thoracic.org.uk). Every effort will be made to mitigate your potential loss but we cannot guarantee this.
- If the Society has to cancel a course it will inform booked delegates as soon as possible. We will refund the fee in total and reimburse any travel costs incurred.

**NB. We understand that it may not always be possible to predict your availability. Please take this into account before booking onto a course, as the Society will enforce the cancellation fees policy strictly.**