

CANCELLATION POLICY

Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of conclusion of the contract.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). We can be contacted at:

Training events:

NAS Training & Consultancy
1st Floor Central Chambers
109 Hope Street
Glasgow G2 6LL

T +44 (0) 141 285 7117
E training@nas.org.uk

Conferences:

NAS Conference & Events
6th Floor Castle Heights
72 Maid Marian Way
Nottingham NG1 6BJ

T +44 (0) 115 911 3367
E conference@nas.org.uk

Fundraising events:

NAS Fundraising
391 City Road
London
EC1V 1NG

T 0808 800 1050
E events@nas.org.uk

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you providing that cancellation is received within 14 days of concluding this contract. If, after this cancellation period has expired, you find you are not able to attend, we regret that we are not able to refund any of your fees paid. However, we will credit you with that sum which you may use as part (or full, if appropriate) payment for another NAS course or conference within 12 months of the original event.

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

The National Autistic Society is under a legal duty to supply goods that are in conformity with the contract. However, the NAS reserves the right to alter or cancel an event due to events outside its control (e.g. weather permitted circumstances, illness of a speaker). Every effort will be made to give delegates as much notice as possible, although this may not always be possible in some circumstances. It is advisable not to make any travel arrangements until you have received your final confirmation letter.

Accept difference. Not indifference.