

Booking and cancellation policy

Bookings:

- ☐ Delegate places on events will be allocated on a first come first served basis. Completing a booking form does not guarantee a place.
- ☐ An acknowledgement e-mail will automatically be generated advising you that your booking has been received and an invoice will follow within 14 days. If this is not received please contact NTfW by emailing info@ntfw.org or telephone 029 2049 5861.
- ☐ Delegates will be allocated a place once a completed booking form has been received and an invoice has been sent out.
- ☐ Joining instructions will be sent approximately 10 days prior to the event confirming the date, time, location. Please contact apprenticeshipawards@gov.wales if you have not received the joining instructions at least 5 days prior to the event.
- ☐ Telephone bookings are not accepted.

Cancellation of events

- ☐ The organisers reserve the right to amend or cancel the event, times, dates or published prices. Changes to prices, times and dates will be advised before the event start date and any event already paid for in full will not be subject to the increased price.
- ☐ As an event may be cancelled up to four weeks prior to its start date, we recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate's responsibility. The organisers do not accept any liability for reimbursement of any costs incurred whatsoever in relation to its events.
- ☐ Where an event has been cancelled, delegates will be offered a refund.

Cancellation of booking:

Where a firm booking has been accepted and is subsequently cancelled, the customer will be liable for the following charges.

- 8 weeks or more prior to the event - no fee
- 4-8 weeks prior to the event – 50% of ticket fee
- 4 weeks or less (or failure to attend) – 100% of ticket fee

Data Protection Act 1998

The above details are held and processed electronically. The information is used by the Welsh Government and NTfW for the administration and organisation of the event and for the monitoring and promotion of the skills sector in Wales.

The data may be considered as sensitive personal data where the organisation is involved with matters relating to race, ethnic origins, politics, religions or similar beliefs, physical, mental health or sexual life.

By booking a ticket to the Apprenticeship Awards Cymru you are agreeing to the above terms and conditions.