

## **Terms & Conditions – CIH Scotland Housing Festival 2017**

### **Delegate packages**

All packages include access to the exhibition, keynote addresses and conference sessions, fringe session delegate pack, beverages and lunch. Accommodation is not included.

These packages DO NOT include the conference dinner. If you wish to attend please reserve a place for an additional cost. Please indicate your requirement on your booking form.

### **Early Bird Discount**

10% early bird discount applies to any booking made on or before Wednesday 21 December 2016.

### **Name changes**

Please note that if you would like to change the name of a delegate in your party, a £40 +VAT administration fee will apply if your booking has already been processed.

### **Invoicing, payments and cancellations**

Please don't send payment with your booking form. Instead, please let us know to which postal address we should send your invoice. Fees must be paid in full within 7 days of receiving the invoice.

All cancellations must be submitted in writing and will be charged at £115 +VAT per person up to 28 days before the conference. Regrettably, no refunds can be issued for cancellations made within 28 days of the conference.

### **Address details**

Confirmations of bookings and dinner reservations will be sent to delegates by email. Invoices will be posted to the address provided on the booking form.

### **Dinner reservations**

CIH Scotland will host a dinner on Tuesday 14 March 2016.

Delegate packages DO NOT include the conference dinner. If you wish to attend please reserve a place for an additional cost. Please indicate your requirement on your booking form.

### **Special requirements**

Let us know of any special or dietary requirements when you make your reservation. If you have any special access requirements for the conference and exhibition, please also indicate these on your booking form.

### **Full-time CIH student member delegates**

A limited number of free places are available to CIH student members currently studying full time for a recognised housing qualification. Please contact us direct to book these places – 0131 225 4544 or [scotland.contact@cih.org](mailto:scotland.contact@cih.org)