



City University London Conference and Events Cancellation and Refund Policy

All City University London cancellations and refund requests must be made in writing as indicated below. Requests must be sent to the City University London Events Office. Requests may be mailed or emailed (contact information below). Telephone requests will not be honoured.

Full Refunds – More than 30 days notice

To receive a full refund, City University London must receive written requests no later than 30 days prior to the first day of the conference or event.

50% Refunds – Less than 30 days notice

Requests for refunds received by City University London within 30 days, but not within the final 14 days, prior to the conference or event will be eligible for a 50% refund.

No refunds – Within 14 days

Requests for refunds within 14 days prior to the start of the conference will not be eligible for a refund.

Author/Speaker refunds

Authors who have their papers included in the proceedings are not eligible for a refund. Authors may receive a refund if they withdraw their papers before the paper is included in electronic or hard-copy proceedings.

Emergency illness or Death of Registrant or Immediate Family Member

Refunds may be granted if an attendee is unable to attend the Conference due to a family death, illness or other extraordinary circumstance (at the discretion of the organising committee). In such circumstance, the Events Office must be contacted by letter or email.

Substitution Policy

Registrants may send a substitute in their place in lieu of requesting a refund. The Events Office must be notified of this at least 10 days prior to the start of the event or conference.

Visa Letters and refunds

Visa letters and invites cannot be produced until payment for registration has been made. In the event that a visa cannot be obtained, a refund may be given. Notification of this must be given to the Events Office at least 10 days prior to the start of the Conference or Event

The Events Team will refund fees as soon as possible and no later than one month after the conference or event has concluded. The refund will be made back to the card used for initial payment.

To request a refund contact:

Events Office,
Marketing and Communications
City University London
Northampton Square
London EC1V 0HB
UK

Email: events@city.ac.uk