



NHSN Events and Courses Terms & Conditions

As a small conservation charity, NHSN is grateful for your support. These guidelines help us run enjoyable, safe, and accessible events for all.

Bookings Policy

- All children under the age of 16 must be accompanied by an adult unless the event description says otherwise
- It is the responsibility of attendees to travel to the venue of the event or course and pay for any car parking or entry fees. This includes field trips as part of a course
- Some of our events are for NHSN members only. Attendees will be asked to provide their NHSN membership number when booking
- If you join a waitlist and a place becomes available, you will be contacted by email with instructions on how to book
- We do not offer reduced rates to attend events or courses partially, arriving late or leaving early, or attending a partial number of course sessions

Cancellation Policy

- Our events are often popular, and we sometimes have waiting lists. If you can no longer attend an event, please let us know so we can offer the place to someone else
- You can cancel the place/s yourself through your Eventbrite account or get in touch with us by phone – **0191 208 2790** - or email – nhsn@ncl.ac.uk
- NHSN may need to cancel an event or course if the minimum number of bookings are not met. We would aim to contact attendees as far in advance as possible and if the event is paid, attendees will receive a full refund (please see our 'Refunds Policy' below)

Refunds Policy

NHSN is a small charity, and we incur costs associated with bookings.

- We have a no refunds policy
- If you decide to withdraw from an event or course before it starts or partway through a course, fees are not refundable
- If you are unable to attend a course session, you will not be entitled to a refund for the missed session
- NHSN reserves the right to offer a partial or full refund if the cancelled place can be filled before the event or course starts

There may be circumstances where we need to cancel an event or course: for example, severe bad weather or low booking numbers.

- If we cancel an event or one-day course, attendees will receive a full refund
- If we cancel a multi-week course before it starts, or up to and including week two of the course, attendees will receive a full refund
- If we cancel a course after it has been running for two weeks, attendees will receive a proportion of their fee back equal to the number of remaining sessions
- If we need to cancel a course session, we will do our best to reschedule it. Unfortunately, we cannot guarantee that the rescheduled session will be convenient to all attendees. If an attendee is unable to attend the arranged session, they will not be entitled to a refund for the missed session

Concessions and Discounts

- We do not offer a concessionary rate as standard as part of events and courses. Where activities are subsidised, discounted rates will be applied on a case-by-case basis (e.g., student discount) and will be advertised when booking