

Online booking

By completing an online event booking you are indicating you wish to attend this District Councils' Network (DCN) event, which is being administered by the Local Government Association (LGA). If there are places available, your online booking will be processed, and an automated booking confirmation will be sent to you detailing the joining instructions.

Provisional bookings are not permitted.

Cancelling your booking

Please refer to the cancellation date on the conference events page. All cancellations must be made via the 'Amend' booking tab on the events page. It will not be possible to return conference fees if booking cancellations are received less than 28 days before the conference start date.

Cancellations will not be permitted after the deadline stated. Delegates who do not attend on the day of the event will still be liable in full for the attendance fee without exception. For example:

- Change to delegate's personal circumstances
- Inclement weather (for example snow)
- Transport delays
- Any other reason outside the DCN's/LGA's control

However, in respect of the COVID-19 pandemic, if local or national restrictions are introduced that affect your ability to travel, we will provide a refund.

Please note, regrettably we will not be able to refund any travel costs or expenses outside of the delegate fee.

Conference cancellation/postponement due to COVID-19

We will go ahead with an in-person conference on 21 – 22 October 2021 only if it is safe to do so and Government COVID-19 guidelines allow. We will continue to monitor the situation. For information, the DCN has agreed with the venue that no costs will be incurred if the decision to cancel/postpone is made before the beginning of August.

Should there be a decision to postpone the event to a later time your booking will be transferred as a priority to the later date or can be refunded if you would prefer or cannot attend on the new date.

Please note, regrettably we will not be able to refund any travel costs or expenses outside of the delegate fee.

Whilst we have run a range of virtual events over this last year, we have no plans at present to run the DCN Annual Conference as a remote or hybrid event.

Booking and Cancellation Policy

Substitute delegates

Substitute delegates are welcome at any time, please advise name changes in advance via the 'Amend' booking tab on the events page.

The delegate registrations are for Leaders and Chief Executives positions and therefore should the Leader of the authority change following the booking of the place, we expect the new Leader to be offered that place, and for any changes to be made via the Eventsforce amendment tab for the booking.

Purchase order numbers

Purchase order numbers must be provided at the time of booking and raised in the name of the **Local Government Association**. The text you submit in the purchase order number mandatory field on the booking screen will be treated as your authorisation to commit to expenditure on behalf of your organisation. Please do not submit purchase order numbers and bookings unless you are authorised to do so.

It will not be possible to amend purchase order information on the 'Amend' screen once the booking has been submitted, please take care to ensure that the information you provide is accurate as it will be reflected on the related sales invoice to your organisation.

Invoicing

LGA member organisations will be eligible to be invoiced for their events bookings. Alternatively, LGA member organisations can book and pay with a payment card at the time of booking.

Invoicing will reflect the delegate name(s) inputted at the time of booking and it will not be possible to change the name reflected on the invoice at a later date.

Note: It may be necessary for DCN to change the content or timing of an event, the speaker(s), the date or the venue. No refunds will be available in these circumstances.

In the event of the event being cancelled by DCN, a full refund will be made, providing the reason for cancellation was not outside of the control of the DCN. For all bookings, the liability of DCN shall be limited to the amount of the fee actually paid to the LGA by the delegate. For this reason, delegates are encouraged not to book travel more than two weeks prior to any event date.

Should there be a decision to postpone the event to a later time your booking will be transferred as a priority to the later date or can be refunded if you would prefer or cannot attend on the new date.

Late Payment

The LGA reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the base rate.

Booking and Cancellation Policy

Refunds of payments by Credit / Payment cards

Where delegates cancel bookings within the above cancellation policy, refunds will be processed manually back to the originating card within 5 working days of notification of the required refund.

Payment Currency

All transactions are in British Pounds

Note: To the extent permitted by law, DCN/LGA will not be liable by reason of breach of contract, negligence or otherwise for any loss or consequential loss occasioned to any person acting omitting to act or refraining from acting in reliance upon any materials or presentations at any event. Consequential loss shall be deemed to include, but is not limited to, any loss of profits or anticipated profits, damage to reputation or goodwill, loss of business or anticipated business, damages, costs, expenses incurred or payable to any third party or any other indirect or consequential losses.