**Riverbank Women’s Conference**

**10-12 June 2022**

**Cancellation Policy**

We recognise that we are living in uncertain times and we will likely all have experienced the cancellation of events at short notice. We have decided to run an ‘In real life’ event having assessed the potential risks brought about by Covid 19, and we are as confident as we can be that Riverbank will go ahead. We are of course putting in place all appropriate measures to keep everyone safe at the conference.

**Cancellation by The Salvation Army:**

Should The Salvation Army have to cancel Riverbank because of the introduction of Government restrictions or any other reason, you will receive a full refund of your ticket price.

**Cancellation by individuals:**

Should you need to cancel your place for any reason, the following Refund Policy will operate:

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| Before 31/03/2022  | 100% Refund minus an £18.00 Administration Fee\* |
| 01/04/2022-13/05/2022 | 60% Refund minus an £18.00 Administration Fee\* |
| From 14/05/2022  | No refund |

\*You will be offered the option to donate the Administration Fee to the Salvation Army Helping Hand Appeal 2022

Please note, The Salvation Army is not responsible for the costs of your travel arrangements. It is recommended that if you are concerned about the possibility of not being able to attend Riverbank, you should consider taking out a personal insurance policy to cover the costs of cancellations.

If you have any questions or wish to discuss any matter with us, please do get in touch and we will do our best to help you: Events@salvationarmy.org.uk