
If you placed your booking in 2020 your terms can be found here

REFUNDABLE WORDING v6.4

We provide refunds if...

You are unable to **Attend** the **Booking** due to any of the listed reasons and have provided the required evidence shown in the individual reasons section below, subject always to the General Conditions of Refund.

- Illness / Injury
- Pre-existing Medical Condition
- Pregnancy Complication
- Death of Immediate Family
- Public Transport Failure
- Flight disruption
- Mechanical Breakdown
- Adverse Weather
- Home Emergency
- Theft of Documents
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall
- Relocated for Work
- Changes to Examination Dates

We may also consider other **Emergency Circumstances** at our absolute discretion and **You** will need to provide evidence for these circumstances.

You must read the General Conditions of Refund, and the individual reasons section below, for full information on what we will and will not refund for each reason.

General Conditions of Refund

- We do not refund if there is any reason associated with a **Communicable Disease** (including Covid-19) pandemic or epidemic.

- Any reason for refund must not have existed, been known or reasonably foreseeable at the time You made the **Booking**.
- **We** do not refund if **Your Booking** is no longer wanted or needed.
- **We** will not pay a refund through this process where your **Booking** is cancelled or cannot be fulfilled by the provider, or where the provider should refund directly.
- **You** must make all arrangements to arrive in time to **Attend** the **Booking**, including arranging any necessary permits, travel documents or visas.
- **You** must take all reasonable precautions or make reasonable alternate arrangements to prevent or reduce any refund request.
- **You** will be asked to provide supporting evidence at **Your** own expense, and a copy of the **Booking** confirmation; **We** do not issue refunds where **You** cannot provide sufficient supporting evidence.
- **You** will be asked to provide **Your** bank account details so that we can make the refund payment directly to **Your** chosen bank account.
- Maximum refund value per person will not exceed the total value of their share of the **Booking**, or £10,000 GBP (or alternative currency equivalent).

Requesting a Refund

Your refund application and payment will be handled by the Customer Experience Team who act as the administrator of **Our** Refundable terms.

To apply for a Refund **You** must complete the Refund Application Form [here](#) as soon as **You** know **You** cannot **Attend** the **Booking**, and up to 60 days after the **Booking**.

If **Your Booking** is cancelled or postponed by the organiser, **You** should contact **Our** customer service team directly; see **Your Booking** confirmation for contact details.

Illness / Injury	means an Illness or accidental Injury to You . We will also refund the cost of the Doctor's note on valid Refund Application.
<i>What we do not refund</i>	Where you cannot provide evidence that the person affected is within the Group due to Attend the Booking .
<i>Evidence required</i>	Doctor's note or Medical Certificate confirming the details of the illness or injury, the date it occurred, and that it prevented You from

	Attending the Booking. (Receipt required for Doctor's note refund up to £50 or equivalent)
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Pre-existing Medical Condition	means a physical or mental health condition that You were aware of at the time You made the Booking that would not normally prevent You from Attending the Booking .
<i>What we do not refund</i>	Where guidelines for Your pre-existing medical condition would normally prevent You from Attending the Booking .
<i>Evidence required</i>	Doctor's note or Medical Certificate confirming the details of the illness, the date it changed, and that it prevented You from Attending the Booking . (Receipt required for Doctor's note refund up to £50 or equivalent)

Pregnancy Complication	means a complication of pregnancy You were unaware of at the time You made the Booking and which results in You being unable to Attend the Booking .
<i>What we do not refund</i>	Normal Pregnancy.
<i>Evidence required</i>	Doctor's note or Medical Certificate confirming the details of the complication, the date it occurred, and that it prevented You from Attending the Booking . (Receipt required for Doctor's note refund up to £50 or equivalent)

Death	means Your death any time prior to the Booking or the death of an Immediate Family member or any person(s) in the Group due to Attend the event with You , up to 4 weeks prior to the date of the Booking .
<i>What we do not refund</i>	Where you cannot provide evidence that the person was within Your Immediate Family or in the Group due to Attend the Booking .

<i>Evidence required</i>	A death certificate.
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Public Transport Failure	means unexpected disruption or failure of the public transport network which You could not have reasonably been aware of on or before the date of the Booking .
<i>What we do not refund</i>	If there is a financial failure of any Transport provider.
<i>Evidence required</i>	A copy of the notice of failure or disruption of the public transport. (This can normally be obtained from the transport company's website).

Flight disruption	means cancellation or significant delay of flight(s) which You were unaware of before the date of the Booking , that prevents You from Attending Your Booking .
<i>What we do not refund</i>	<p>If Your flight is Your Booking and it is cancelled or postponed, and You have a right of compensation from the Airline or another Paying Party.</p> <p>If You were aware of the disruption prior to the date of the Booking and did not make reasonable suitable alternative travel arrangements.</p> <p>If there is a financial failure of any Transport provider.</p> <p>If the purpose or reason for which You booked Your flight in order to Attend has altered or been cancelled.</p>
<i>Evidence required</i>	A copy of Your airline ticket and notice of cancellation from the airline.

Mechanical Breakdown	means in the 24 hours prior to the Booking , the mechanical breakdown, accident, fire or theft of a vehicle taking You to the Booking .
<i>What we do not refund</i>	If You did not leave sufficient time to travel to the Booking .

	<p>If You did not make reasonable alternative arrangements to Attend the Booking.</p> <p>Any vehicle You plan to use during the Booking.</p>
<i>Evidence required</i>	<p>Breakdown – A copy of the call out note from Your breakdown recovery service.</p> <p>An incident number or report from the Police or relevant traffic authority.</p>

Adverse Weather	means weather where a Government Agency has issued warnings not to travel which entirely prevents You from Attending the Booking .
<i>What we do not refund</i>	Adverse weather with no Government Agency warnings not to travel.
<i>Evidence required</i>	<p>A copy of the travel warning from the Government Agency.</p> <p>Confirmation of relevant route closures.</p>

Home Emergency	means a Burglary, Fire, Malicious Damage or Flood at Your main private residence within 48 hours immediately before the Booking , of which You were unaware of the time of making the Booking .
<i>What we do not refund</i>	Any Home Emergency for which You cannot provide Evidence as below.
<i>Evidence required</i>	Burglary, Flood, Malicious Damage – A Police reference number or evidence from the submission of a claim to Your home insurance company.

	Fire – A report from the fire service and/or police.
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Theft of Document(s)	means the theft of a document necessary for the Booking , which cannot be replaced in time for the Booking .
<i>What we do not refund</i>	Where documents can be replaced in advance of the Booking or on the day. Where documents have been lost.
<i>Evidence required</i>	A police report or crime number to confirm the theft. An email from the Booking agent confirming they are unable to replace/re-issue the tickets.

Relocated for Work	means a requirement to move address imposed on You by Your employer, unknown to You at the date of Booking . The move may be temporary or permanent and must be more than 100 miles from Your home address at the date of Booking .
<i>What we do not refund</i>	Attendance at business meetings and business travel. Any temporary relocation for work must be for a period of at least 3 months. Voluntary relocation or where you are changing employer for a new role. Where You are the business owner or registered Director, or a member of Your family is.
<i>Evidence required</i>	A letter from Your current employer confirming the relocation details.

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Armed Forces & Emergency Services Recall	means You as a member of the Armed Forces, Reserve Armed Forces or Emergency Services are recalled to work on the date of the Booking or are posted overseas and cannot Attend the Booking .
<i>What we do not refund</i>	<p>You were aware of or had scheduled work on the date of the Booking, prior to making the Booking.</p> <p>You made an unsuccessful request for annual leave for the date of the Booking.</p>
<i>Evidence required</i>	A note from Your Commanding Officer or Line Manager to confirm being called into work or duty and that this was not Your original schedule.

Jury Service	means a summons for You to Attend Jury Service over the date of the Booking of which You were unaware at the time of making the Booking .
<i>What we do not refund</i>	Any Jury Service for which You cannot provide Evidence as below.
<i>Evidence required</i>	A copy of the letter requiring Jury Service.

Court Summons	means You are summoned to appear as a witness in court proceedings on the day of the Booking of which You were unaware of the time of making the Booking .
<i>What we do not refund</i>	Any Court Summons in which You are a named Defendant in Criminal Proceedings or where You are the subject of Criminal Proceedings.
<i>Evidence required</i>	A copy of the Court Summons.

Changes to Examination Dates	means the unforeseen change of the date of an examination for a course on which You are registered to the day(s) of the Booking .
<i>What we do not refund</i>	<p>Where You failed the examination previously and had to re-sit.</p> <p>Where the examination is being provided by a commercial business (not by an educational board).</p>
<i>Evidence required</i>	A copy of a notice from the examination body, school, college,

	university confirming the change of date.
Emergency Circumstances	means an unforeseen circumstance completely outside Your control and of no fault of Yours . The decision to refund is entirely at the discretion of our Customer Experience Team. We will consider these circumstances and have no obligation whatsoever to provide a refund.
<i>What we do not refund</i>	Anything which our Customer Experience Team considers is not intended to be included in this list of valid reasons for refund.
<i>Evidence required</i>	Any evidence requested by our Customer Experience Team to verify the emergency circumstances.

Specific reasons where refunds will not be provided:

We do not refund for non-**Attendance** of a **Booking** directly or indirectly associated with:

- actual or perceived: wildfires, volcano eruption, tsunami, earthquake; war, hostilities, civil commotion; imprisonment, repatriation, deportation; poisonous biological materials, radioactivity; Cyber Incident or Cyber Act; state property seizure;
- failing to comply with any law;
- any **Booking** emanating from Cuba, Iran, North Korea, Sudan or Syria;
- where exposed to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of <https://pgrefundable.azurewebsites.net/wp-admin/post.php?post=13&action=edit&classic-editor=1#save> America.
- if it exceeds 18 months from the date originally booked to the conclusion of the transacted event.

Definitions

The following words or phrases have the meaning shown below wherever they appear in bold in this document.

We/Us/Our – We are the **Booking** agent with whom **You** made the **Booking**.

You/Your/Yourself – A person who has made a **Booking** alone or as part of a group with **Us**.

Armed Forces – Naval Service, Marines, Army or Air Force.

Attend – participate in, take part in, use, or be present at.

Booking – The pre-planned and pre-booked service(s)/event(s)/flight(s)/ticket(s) transacted with **Us** by **You**.

Communicable Disease – means any disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly, that has caused quarantines or restriction of movement of people.

Doctor – A qualified medical practitioner registered and licensed with a recognised professional body. A doctor cannot be **You** or a member of **Your** family.

Emergency Services – Police, Fire and Rescue Service or other Emergency Services.

Immediate family – **Your** husband, wife, partner, civil partner, parent, child, brother, sister, grandmother or grandfather, or stepfamily.

Paying Party – Any organisation or body who has a legal liability to pay compensation for the failure of the service, against whom **You** have a right of refund.

IMPORTANT Any translation of this document from English is for assistance and information only. In event of a Refund Application the English language version shall be the basis of settlement.

All aspects of this document are subject to English law and the jurisdiction of the English courts.

This is not an insurance policy. A Refundable **Booking** is an optional extension to **Our** standard Terms & Conditions of sale and trade, and it provides a refund for certain defined circumstances outlined in this document.

v6.4 standard
