

SoBRA refund policy

This document gives details of the SoBRA policy on refunds for membership fees, accreditation application fees, payments made for conferences or other events hosted / organised by SoBRA.

A. Membership fees

Membership fees are charged annually with a renewal date of the anniversary of the initial date of joining SoBRA. Fees vary depending on the category of membership:

- (i) not for profit / student membership
- (ii) 'standard' membership, and
- (iii) accredited / registered members (i.e. those who hold ASoBRA or RSoBRA).

Annual membership fees are either paid through a recurring PayPal payment (set up by the member and not by SoBRA) or through a manual payment made annually by the member. Members are strongly encouraged to renew their membership when they are logged into their account to ensure the correct fee is paid. If the incorrect fee is paid by a member, SoBRA reserve the right to levy the outstanding membership fee due, and refunds are not available for over payment.

SoBRA sends members an automated renewal email notification approximately one week prior to their membership expiry date to notify that a recurring PayPal payment will be taken or, to remind those members who pay manually, that payment is required. Once fees are paid, membership will be renewed for the following 12 months. If payment is not made by the due date, membership will automatically be terminated.

It is the sole responsibility of the member to cancel any recurring PayPal payment that they have set up via their PayPal account should they wish to cancel their membership for the next 12 months. SoBRA cannot cancel recurring PayPal payments for a member.

SoBRA will, as a gesture of goodwill, refund any membership fees paid in error within 14 days of the due date. Refund requests should be made to info@sobra.org.uk including:

- the SoBRA member name
- email address linked to their membership
- date the payment was made
- name of the payer (normally the SoBRA member) or name of the PayPal account from which the payment was made.

Refunds will be made into the named PayPal or named bank account from which the original payment was made.

Any refund request made beyond 14 days of the date paid will not be refunded.

B1. Events

Fees charged for events are to cover administration of the event, which typically includes venue hire, catering costs and any fees or expenses charged by speakers in advance of the event. SoBRA will typically incur these costs at an early stage of the event management.

If a request is made 14 days or more before the date of the conference or event SoBRA will, as a gesture of goodwill, cancel an event booking and provide a full refund of the amount paid by the

attendee . No refunds will be paid after the event has taken place, should a member have decided not to attend.

Any cancellation made by the attendee within 14 days of the conference or event will not be refunded.

Cancellations and refund requests should be made to info@sobra.org.uk including:

- the attendee's name
- the date the booking was made (which is normally the date of payment)
- email address linked to the conference or event booking (the booking may have been made by a third party on behalf of the attendee)
- name of the payer or name of the PayPal account from which the payment was made.

Refunds will only be made into the named PayPal account or named bank account from which the payment was made (which for conferences and events may not be the attendee and may be a third party at their organisation). Conference payments made via Eventbrite will be refunded via this route.

B2. Events and exceptional circumstances

Rail strikes (including London Underground strikes)

If there are nationwide rails strikes, or a London Underground strike if the event is being held there, a decision will be made by SoBRA as to whether to cancel the event in its entirety, to move the event to online only (where practical), or to continue to run the event. This decision will be influenced by the timing of the strike announcement and what reasonable action SoBRA is able to take and attendees will be notified of the arrangements as soon as possible after the announcement of the strike.

If SoBRA cancels the event in its entirety, SoBRA will fully refund all attendees for the value paid for the event ticket only.

If a hybrid event is being run, and is altered to online only (where practical), a refund of the price differential between in-person and online will be made to attendees by SoBRA.

If a hybrid or in-person (only) event is being run, and SoBRA make the decision to continue to run the event because it is considered that alternative modes of transport are reasonably practicable for the majority of in-person attendee, no refunds will be offered to attendees who chose not to attend in-person. They will still be able to attend online but there will be no refund.

SoBRA is not responsible for any costs that an attendee may have incurred associated with attending an event, such as travel or accommodation, should the event be cancelled or altered from in-person to online.

Once SoBRA has communicated any arrangements relating to the strike, no refunds related to that strike action will be made for any bookings made after that date.

Covid-19 (testing positive, experiencing symptoms, national lockdowns)

If an event is run as a hybrid event, any in-person attendance can be changed to online attendance up to 48-h before the event (unless the AV company have stipulated a different time period). No refund of the price differential between in-person and online attendance will be made by SoBRA in these circumstances.

If an event is run as in-person only, no refunds specifically due to Covid-19 (testing positive or experiencing symptoms) will be offered by SoBRA. The cancellation policy in B1 (above) is applied.

If there is a national lockdown (or similar) SoBRA will adhere to government guidelines and, if required, will cancel an event. SoBRA will fully refund all attendees in this circumstance.

C. Accreditation application fees

Please refer to Section 3.5 of the SoBRA Register of Risk Assessors Assessment Framework and Guidance document available at <https://sobra.org.uk/accreditation/>.