



BVNA
British Veterinary
Nursing Association

BVNA CPD Courses and Events

Terms and Conditions, including Cancellation Policy

The following terms and conditions apply to BVNA's CPD 'courses' (e.g. Learning Pathways) and 'events' (e.g. online webinars and in-person CPD events). *Please see the specific cancellation policy relating to BVNA Congress.*

- Places on courses/events may be limited and are allocated on a first come first served basis. Your place on the course/event is only confirmed once we have received payment.
- If the event/course is cancelled by BVNA, you will be given a full refund. However, BVNA will not be responsible for any additional costs incurred by the delegate including travel and accommodation expenses.
- Requests for cancellations must be made in writing to bvna@bvna.co.uk.
- You may cancel your booking up until 14 days prior to the course/event start date, to receive a 50% refund. We must receive the cancellation in writing followed by a telephone call to ensure the cancellation notice has been received. If you meet these requirements, you will receive a refund of 50%; thereafter, no refunds can be offered on any cancellation. At BVNA's discretion, you may be offered to attend an alternative course/event of an equal value.
- BVNA cannot assume liability for delegate non-attendance resulting from adverse weather conditions, travel delays, or illness.
- BVNA reserves the right to change the course/event speaker, content specifics, date and venue.
- BVNA shall be under no liability if unable to carry out a course for any reason beyond its control including (without limiting the foregoing) Act of God, Legislation, war, fire, flood, drought, failure of power supply, lock-out, strike or other action taken by suppliers or owing to any inability to procure materials required for the course/event to go ahead. BVNA will aim to give delegates as much notice as possible, and the course will be rearranged to take place at the earliest convenience.

If you have any questions regarding these terms and conditions, please contact bvna@bvna.co.uk.