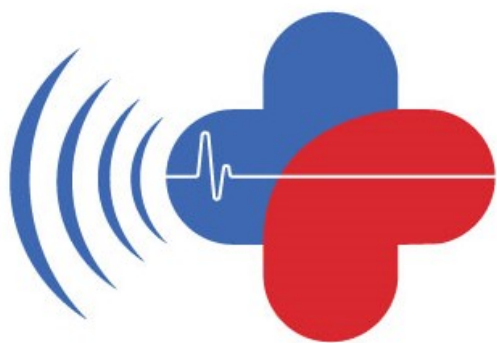




CSVS

THE COLLEGE AND SOCIETY
FOR CLINICAL VASCULAR SCIENCE
Great Britain and Ireland

Professional Standards

CSVS Cancellation policy for Educational events

Version 1.0

Dec 2025

Doc Ref PS-PP007



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Version Number	Change	Author	Date
1.0	New document	Author: CSVS Content Development Manager Approval: Exec committee	Dec 2025

Purpose

This document was prepared by the Content Development Manager and Executive Committee (EC) of the College and Society for Clinical Vascular Science (CSVS) to clearly outline the cancellation policy for educational events delivered by the CSVS.

Scope and Application

This policy relates to the following events:

- In person CSVS Study Days; including Fundamentals, Revision, Themed and Research study days
- Virtual CSVS Pay Per View (PPV) events

All completed registrations are viewed as 'Bookings to attend' and the cancellation policy applies to all delegates irrespective of any payment received/not received or invoice generated.

This means that a booking is live and the status is 'booking to attend' once delegate registration is completed and submitted - at which time the delegate will be notified by email of their registered status. Any cancellations made to a registration, paid or unpaid, within the cancellation period are therefore subject to the CSVS Cancellation Policy.

Process for Cancellations

If at any point you can no longer attend, delegates will need to confirm with us in writing to Content.Manager@csvs.org.uk **and** Website@csvs.org.uk as soon as possible.

Cancellations without supporting written documentation submitted to Content.Manager@csvs.org.uk **and** Website@csvs.org.uk will not be considered valid, and payment will still be required.

Non-payment and Cancellation by the CSVS

Please be aware that the CSVS has the right to cancel/decline your booking registration 10 working days prior to the event should we not have received any contact regarding payment/Purchase Order on the delegate's behalf. Should this happen, the registrant will still be liable to pay for the outstanding event fee as per the cancellation policy.

Key Policy Points:

- All completed registrations are viewed as 'booking to attend' and are subject to the cancellation policy from the date of the submitted registration irrespective of payment received or not.
- All cancellations will only be considered valid if submitted in writing to Content.Manager@csvs.org.uk **and** Website@csvs.org.uk.
- Registrations that have not been paid for or have a Purchase Order against them, and do not submit a cancellation, are still liable for the full cost of their registration.

Refunds and Notice Periods

For in person CSVS Study Days:

Calendar Days Notice before the start of the event	Refund Applicable
Failure to attend with no notice	No refund will be given
Late cancellation notice less than 7 days	No refund will be given
Mid cancellation notice between 7 and 14 days (inclusive)	50% refund of basic attendance fee / if no payment or PO received, delegate is still liable for 50% fee cost
Early cancellation more than 14 days	Full refund will be given

For online CSVS Study Days:

Calendar Days Notice before the start of the event	Refund Applicable
Failure to attend with no notice	No refund will be given
Late cancellation notice less than 24 hours	No refund will be given
Mid cancellation notice between >24 hours and 7 days (inclusive)	50% refund of basic attendance fee / if no payment or PO received, delegate is still liable for 50% fee cost
Early cancellation more than 7 days	Full refund will be given

For online CSVS PPV events:

Registration to PPV events can be cancelled up until the day of release of the PPV event with a full refund given. Once the PPV event has been released for viewing, no refund will be given irrespective of whether the registrant has viewed the content or not.

Amendments and Substitutions

Amendments to registrations will be accepted up to the date of the registration closure. Thereafter it is at the discretion of the CSVS Team.

*If exceptional circumstances have led to a late cancellation the delegate may be eligible for transfer to another event. This will be at the discretion of the CSVS Team and communication should be made via the below email contacts.

Should a delegate not be able to attend the event, and wish to substitute their attendance with that of another individual not already registered for the event, this can be done if:

- a) the full registration fee has been paid or has a valid purchase order against it, and
- b) the CSVS is notified before the date of registration closure.

Should the substituted individual have a non-member CSVS status, and the original delegate a membership status, the additional fees will need to be paid prior to the event in order to affect the amendment.

All registration amendments need to be submitted in writing to Content.Manager@csvs.org.uk **and** Website@csvs.org.uk, and a valid email address of the individual being substituted must be provided.