



Cumberland Lodge Cancellation Policy

Event: Annual Police Conference Friday 17th - Sunday 19th June 2022

1. Cancellation by the Client

All cancellations must be notified to the Charity (Cumberland Lodge, charity number 1108677) (email: programmeteam@cumberlandlodge.ac.uk) in an email by the Client and will take effect from the date of receipt by the Charity.

Cancellation charges will be calculated in accordance with the total booking as follows:

More than 28 working days before the Event Date – 50% of the total booking cost
From 27 to 10 working days before the Event Date – 75% of the total booking cost
Less than 10 working days before the Event Date – 100% of the total booking cost

Working days are Monday to Friday.

At the Charity's discretion, the Client may provide a substitute attendee. Any substitution must be agreed in writing, and the Charity has complete discretion on whether or not to accept a substitute. If a substitute is accepted, no cancellation charge or refund will apply.

2. Cancellation by the Charity

(a) Force Majeure

The Charity shall have no liability to the Client for the partial or total failure to hold the event and/ or fulfil associated accommodation bookings or for any delay arising from an event of Force Majeure. An event of Force Majeure is one that is outside of the control of the Charity and which occurs after the booking has been made and includes, but is not limited to; acts of God, civil disorder, the death of any senior member of the Royal Family (as determined by the Charity), fire, Government regulations and/or guidance, pandemic, strikes and industrial action by any third party, act of terrorism, war or any other event outside of the control of the Charity which makes the performance of its obligations impossible or materially different to those specified at the time of booking.

(b) Covid 19 Special Conditions

The Charity reserves the right at any time and without notice to make any necessary amendments to the event and/or associated accommodation bookings so as to ensure compliance with any applicable legislation and/or Guidance issued by the Government from time to time in relation to Covid 19. Amongst other things, the Client agrees to comply with all instructions given by the Charity in relation to social distancing, hand sanitising, mask wearing and any other measure which the Charity requires during the Event to protect the safety of all attendees and public health generally. A breach of this Special Condition shall entitle the Charity to terminate the Client's booking without any liability and require the Client to leave the premises.