

The majority of IRDG events are free to attend for members. Occasionally it is necessary to charge a fee in order to cover the running costs. Where an event is open to the wider public, members will benefit from a preferential rate at all times.

This payments policy is applicable to conferences, seminars and training events for which a participant payment is required.

### How can I make a booking?

1. Book directly online: The majority of IRDG events are available for booking directly online. In such cases a credit card can be used to make a direct payment using our online booking system.
2. Book directly via the IRDG office: In the event that a company would prefer to pay for an event via invoice or other credit card facility, that can be arranged.

### How to make a booking or payment directly via the IRDG office:

1. Contact IRDG to enquire about availability / pricing as required.
2. Send your order confirmation in writing by email to IRDG.
3. Provide a Purchase Order, Payment or Credit Card details to IRDG within 7 days of your confirmation email to secure the booking. Note that payment is required in advance of the programme start.

### Substitutions:

- Companies may substitute participants at any time without penalty. Participants must be employees of the same company.

### Cancellations:

If you are unable to attend please be aware the following rules will apply to cancellations:

- One-day Physical Conferences, Seminars or Workshops:
  - 2 weeks or more before the date of the event, full refund is available, less any processing fees.
  - Thereafter, no refund available.
- Virtual Events:
  - Where recordings are being made available, no refund applies.
- Training activity of 2 days or more duration such as the Lean Product Development or Design Thinking programmes:
  - Cancellations made within 2 weeks of receiving your Order Confirmation by email will be facilitated without penalty, unless that 2-week period falls within 6 weeks of the start of the programme
  - Cancellations received 6 weeks or more in advance of the programme start date are eligible for a full refund.
  - Cancellations received between 6 weeks and 3 weeks before the programme start date will receive a 50% refund.
  - Thereafter, no refund is available, and the full cost course must be paid.

Note: No refund will be made to delegates who fail to attend events or who do not complete courses as booked.

### What happens if IRDG cancels an event?

We reserve the right to cancel any event, and booked participants will be entitled to a full refund.