General booking terms and conditions

Registrations must reach the CTSI office no later than the registration deadline. Booking early is recommended to guarantee a place.

Cancellations may be made without penalty up to and including 29 days before the event date. Cancellations received between 28 and 15 days will incur a charge of 50% of the event fee. The whole fee will be payable for those cancellations received 14 days or less before course commencement.

All event booking queries should be directed to the Events Team tsievents@tsi.org.uk. All exam and training queries should be directed to the Qualifications & Education team qualifications@tsi.org.uk.

Please note, due to circumstances beyond CTSI's control, speakers, venue, content and timings may vary. CTSI reserves the right to cancel the event if necessary and issue a full refund of fees.

CTSI will not be held liable for any transport or accommodation costs incurred as a result of any cancellation of a course.

CTSI Symposium Delegate Bookings

Members of the Chartered Trading Standards Institute are entitled to attend as Symposium delegates free of charge but must register before the first working day of May to receive a ack.

The three-day delegate package allows admission to all sessions and exhibition, plus delegate pack.

The daily delegate package allows admission on a specific day to all sessions and exhibition, plus delegate pack.

Delegate package bookings received by the last working day of February and paid by the last working day of March will be entitled to a 10% discount; otherwise full price will be charged.

Full payment is due as invoiced. Delegate fee cancellations must be received in writing before the first working day of May, the fee will be refunded less a £50 + VAT* administration charge. NO refund will be made on cancellations of Awards Dinner tickets booked after the last working day of April. Bookings may be transferred to colleagues, written notification is required no less than 7 days prior to the event.

*VAT is charged at applicable rate