

Bookings and cancellations

- Alumni events are often very popular, so pre-booking is essential. We advise booking as early as you can to avoid disappointment.
- Royal Holloway (RH) reserves the right to refuse/cancel registrations. If a registration is refused a full refund will be offered for paid events.
- All event details are subject to change including venue, date and time, speakers and ticket prices.
- Alumni events are run on a not-for-profit basis. Any small surplus generated will be donated to support students or other associated educational purposes via an appropriate fundraising campaign.
- RH reserves the right to cancel an event due to low enrolment or other circumstances which would make the event non-viable. RH will give as much notice as reasonably possible. If RH cancels an event, guests will be offered a full refund. RH is not able to offer compensation for any other expenses (including travel and accommodation) incurred due to the cancellation of an event.
- RH reserves the right to postpone or re-arrange an event. If an event is postponed, guests will either have the option to receive a full refund (for paid events) or to transfer their registration to the rescheduled event date.
- Guests may cancel an event booking and request a refund [to be received by RH not less than] ten working days prior to the event date to receive a refund of the price paid for the event booking minus a 4% booking fee. Cancellations will be accepted via phone or email. However, refund requests must be made in writing (either by email or post). If by post, your request must be received by the Alumni Relations (AR) team at least ten working days prior to the event. If your booking was made online, please enclose a copy of your original receipt or confirmation email. Please contact alumni@royalholloway.ac.uk if you wish to enquire about a refund.
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- Refunds in respect of cancellation received by RH less than ten working days prior to the event will only be considered where the event is sold out and RH is able to re-sell the tickets concerned.
- All refund requests must be made by the person who made the original booking or the credit/debit card holder.
- Refunds will not be given for guests who do not turn up to an event on the day.
- Where a refund is requested over 90 days from the date ticket(s) were purchased the AR team will contact you to confirm bank details and carry out a security check in line with our financial regulations.
- Regrettably, the AR team cannot refund guests on occasions when bad weather or any other circumstances prevents or discourages travel.

Photography

- Photographs taken by RH staff at events may be included in future publications or on RH's web or social channels. If you do not wish to be included in any of these images, please contact the AR team prior to the event.

Data Protection

- Royal Holloway is committed to protecting your privacy. You can find our general Data Protection Policy online [here](#) with additional guidelines which specifically apply to data held about alumni, donors, senior volunteers and friends of Royal Holloway available [here](#).

Liability

- All event attendees take part in alumni events at their own risk and Royal Holloway does not accept any responsibility for any loss, injury, or damage.