



### **Cancellations**

To guarantee admission, payment must be received prior to the event. STEP regrets there can be no refund should you cancel after **Friday 23<sup>rd</sup> August 2019**. All cancellations must be received in writing. If you have not received an acknowledgement before the event, please telephone us to make sure we have received your booking on +44 (0)20 3 752 3700. It is regretted that cancellations made after this time will not be accepted and the full ticket price will be liable.