

Terms and Conditions applying to bookings of OUPS Day Conference

Our Role: The role of the Open University Psychological Society (OUPS) is to advance public education in psychology amongst members of the Open University who are taking, have taken, or are preparing to take courses in psychology or cognitive subjects with the Open University. OUPS is a registered charity (No 282744) run by its members. The management of the society is carried out by members elected to the Executive Committee who are unpaid volunteers. They are supported in their administrative tasks by a part-time Business Administrator. Any correspondence should be addressed to: OUPS, PO Box 404, Bromley BR1 2WW.

Booking Events : To make a booking please complete a booking form making sure that you include all dietary/special needs. This will help us in making sure that the event runs to your satisfaction. The booking needs to be accompanied by full payment for the event. On receipt of your booking fee we will send you a written confirmation. You will have 7 days to change your mind and cancel. To cancel you must give notice in writing. In such circumstances we will refund any money paid.

Your cancellation: If after the 7 day cancellation period you decide to cancel, you will need to inform us in writing. If we receive this notice with more than 7 days to go before the event is due, we will refund the full fee. However, cancellations made within 7 days of the due date of the event will not be refunded.

Changes (or cancellation) to event: We will do everything we can to ensure that the advertised programme is carried out to your satisfaction. If what the committee consider to be only minor changes have to be made to the programme, it will go ahead at the advertised cost. In the unlikely event that the event has to be cancelled or we are forced to make what we consider to be major changes to the programme, you will be notified as soon as possible. You will be offered the option of having a full refund or having the booking transferred to an alternative event. In cases of significant alteration to the programme you might also be offered the option of attending at a reduced cost.

What to do if you encounter problems: If you have problems at the event please tell an OUPS officer as soon as possible. This will give us a chance to sort out the problem. If you are still unhappy, it is worth making a written note and passing this to the Weekend Officer or another member of the OUPS committee. Hopefully the problem can then be resolved. However, if we are not able to satisfy you at the event, the matter can be put in writing to the OUPS Executive Committee (at above address). Your complaint will be dealt with in a sympathetic manner and we will send you a written response as soon as possible.

Disabilities: We will endeavour to meet your needs. However we must be informed of the specific support you need before the event to allow us to make adequate arrangements.

Exclusion of liability: We will do our best to ensure your safety and enjoyment but there are many factors that are outside our control (and other people/organisations on which we are dependent) and OUPS, its officers and Executive Members cannot therefore accept liability for injury, loss or inconvenience arising from any activity connected with the Society, its facilities or equipment.

The Executive Committee reserve the right to expel delegates whose behaviour seriously impacts on the enjoyment of the event by others, and the right to subsequently refuse bookings from those concerned.