TREASURY EXCELLENCE AS STANDARD

Terms and conditions for events and conferences

Cancellation period

Cancellation terms will apply once a completed booking has been received (inclusive or exclusive of payment). Please note that cancellations can only be accepted in writing and are subject to the following conditions:

- Cancellations must be received more than 30 days before the event start date for a refund of the full fee less a 15% (plus VAT) administration fee.
- Cancellations received less than the above number of days before the conference start date will not be refunded, but a nomination for a replacement delegate will be accepted free of charge.
- If the ACT cancels the event for a reason within its control then delegates will be offered a full refund or a credit note against an equivalent future ACT event.
- Delegates will not be entitled to a refund or credit note for any cancellation outside ACT's control, such as, for example, fire, flood, epidemic, terrorism or governmental order.
- The ACT reserves the right to make minor alterations to the content and timing of the programme or to the identity of the speakers.

Free-to-attend events

- Any place you book for a free-to attend event is freely transferable to a colleague within your organisation. Replacements can be notified to us at any time before the day of the event.
- If neither you nor any colleague is able to attend an event please notify us at least 72 hours prior to the event so that the place can be made available to another delegate on the waiting list.
- If you fail to attend, or provide a replacement for, a free-to-attend event without providing 72 hours' notice three times in any 12-month period then you may become ineligible for complimentary places at future events.

Complimentary places at conferences

- Any place you book on a complimentary basis for an ACT conference is freely transferable to a colleague within your organisation and no charge will be incurred if a colleague attends in your place provided we have been notified by you or the replacement in advance. Replacements can be notified to us at any time before the day of the event.
- If neither you nor any colleague is able to attend an event please notify us at least 30 days prior to the event. There is no charge for cancellations made up to 30 days prior to the event. Failure to notify us of a cancellation at least 30 days prior to the event will incur a charge (in accordance with the table below) to cover the cost of a delegate place at the event. An invoice will be sent to you after the event.

Non-attendance charges

One-day event	**£125.00** + 15% administration fee (plus VAT)
Two-day event	**£250.00** + 15% administration fee (plus VAT)

Delegate instructions

Delegate instructions are sent to all delegates before the start of an event. If you have not received your delegate instructions 72 hours before the event please notify a member of the ACT events team by calling +44 (0)20 7847 2589 or emailing events@treasurers.org. The ACT accepts no responsibility for non-receipt of joining instructions and a non-attendance charge will not be waived under such circumstances.

Payment

Payment is due 21 days from invoice date or before the event takes place, whichever is soonest. In order to keep your place secure full payment must be received prior to the event.

Payment methods

- Credit/debit card payments may be made through the ACT secure online payment site: https://secure.treasurers.org/makepayment
- Cheques should be made payable to ACT (Administration) Ltd. and sent to the address below.

BACS Payments should be made to: ACT (Administration) Ltd, National Westminster Bank: sort

code 60-00-01, account number 01053760. Please quote your invoice number as a reference. Credit card details can only be accepted through our secure online system, by telephone, or by fax or post to the address below. Please note that credit card details via email cannot be accepted under any circumstances.

Bookings and cancellation address

The Events Team, The Association of Corporate Treasurers, 10 Lower Thames Street, London EC3R 6AF, United Kingdom
+44 (0) 20 7847 2540 events@treasurers.org

Consent to filming

The ACT films, records and photographs its events for broadcast on, among other things, its website. By booking a place at an event you confirm your agreement with the ACT that:

- you assign to the ACT the copyright, performers' property rights and all other rights in any filming, recording or photography of you at the event for use in all media; and
- the ACT may edit, adapt or translate (provided that to do so is not in any way disparaging) any filming or recording of you and you agree not to exercise any "moral rights" (the rights set out in sections 77 to 89 of the Copyright Designs and Patents Act 1988) you may have against ACT (or any third parties authorised by ACT) in respect of any use ACT makes of any filming or recording of you.

If you don't consent to the ACT filming, recording or photographing you at the event then please notify the cameraperson or photographer at the time and email events@treasurers.org.

Last reviewed: November 2026