

Booking Policy, incl. Cancellations, Postponement & Change of Venue

- Tickets will be assigned on a first come, first served basis.
- We reserve the right to cancel, postpone or move the Celebration Event to another Venue or to change any other aspect of the Celebration Event at our discretion for any reason whatsoever. However, we will notify you promptly if the change relates to a change of Venue or material change in timing. For the avoidance of doubt, such a change shall not entitle you to a refund.
- If you wish to cancel your attendance at the Celebration Event you must email us at hello@newpossible.io as soon as possible.
- If you cancel 30 or more days before the Celebration Event we will refund your booking in full. Where you cancel less than 30 days before the Celebration Event there will be no refund.
- If you (or if any of the Attendees you booked) cannot attend the Celebration Event we may allow a substitute Attendee at our discretion, and provided the request is made no later than 24 hours prior to the Celebration Event. Any such request must be made by email to hello@newpossible.io and should include the name of the Attendee who will not be attending and the full name of the substitute, including their job title and contact details. If the substitute delegate has differing requirements (e.g. dietary) from the original, we may not be able to accommodate these if the request is received later than this.