

Cancellations, Postponement & Change of Venue

- We reserve the right to cancel, postpone or move the Awards Ceremony to another Venue or to change any other aspect of the Awards Ceremony 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 Awards Ceremony you must email us at hello@newpossible.io as soon as possible.
- If you cancel 30 or more days before the Awards Ceremony we will refund your booking in full. If you cancel within 15-30 days of the Awards Ceremony, we will refund 50% of your booking. Where you cancel less than 15 days before the Awards Ceremony there will be no refund.
- If you (or if any of the Attendees you booked) cannot attend the Awards Ceremony we may allow a substitute Attendee at our discretion, and provided the request is made no later than 72 hours prior to the Awards Ceremony. 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.