



BGEN Event Cancellation & Refunds Policy

We understand that plans can change, and sometimes you may no longer be able to attend an event you've booked. This policy explains what to do if you need to cancel your place at a BGEN event or conference.

If you need to cancel your booking

If you cancel your booking more than six weeks before the event date, BGEN will offer a full refund of the ticket price.

Tickets cancelled six weeks or less before the event are non-refundable. However, BGEN recognises that exceptional circumstances can arise. In such cases, a refund may be considered at the discretion of the BGEN Board. Any decision will be made on a case-by-case basis.

Can I transfer my ticket to someone else?

If you're unable to attend, you may transfer your ticket to another person at no additional cost, provided you let us know at least 14 days before the event.

To arrange a ticket transfer, please email info@bgen.org.uk with your booking details and the name of the person who will be attending in your place.

What if BGEN cancels an event?

In the unlikely event that BGEN needs to cancel an event, we will offer a full refund of the ticket price.

Thank you for your understanding and for supporting BGEN events. We look forward to welcoming you!

Policy Updated 14th October 2026