

## **CANCELLATION AND REFUND POLICY**

The following page outlines the circumstances in which NOF Energy or you may cancel a Booking and your right to a refund / non-payment of the relevant charges in respect of such cancellation (if any).

Terms defined in our terms and conditions of booking have the same meaning in this Cancellation and Refund Policy unless otherwise stated.

### **1. EXHIBITION STAND SHARE AT NON-NOF ENERGY EVENTS**

#### **1.1. Cancellation by You**

- 1.1.1. You may cancel a Booking at any time by sending to NOF Energy written notice to that effect in accordance with this Cancellation and Refund Policy:
- 1.1.2. If you notify NOF Energy of a cancellation **1 year** or more prior to the date of the Event, you will still be liable to pay 20% of the price for the Event (or, if the price has already been paid, an 80% refund of the price paid for the Event will be given);
- 1.1.3. If you notify NOF Energy of a cancellation **less than 1 year** prior to the date of the event, you will still be liable to pay the full price for the Event (or, if already paid, no refund of the price paid for the Event will be given).

#### **1.2. Cancellation by NOF Energy:**

- 1.2.1. We may cancel a Booking at any time by sending to you written notice to that effect.
- 1.2.2. You will not be liable to pay the price for the Booking (or, if already paid, a full refund of the price paid for the Booking will be given) except where NOF Energy cancels the Booking (and therefore the Contract) as a result of a Force Majeure Event whereby you will still be liable to pay the full price for the Booking (or, if already paid, no refund of the price paid for the Booking will be given).

### **2. All other events or services provided by NOF Energy:**

#### **2.1. Cancellation by you:**

- 2.1.1. You may cancel a Booking at any time by sending to NOF Energy written notice to that effect in accordance with this cancellation policy however you will still be liable to pay the full price for the Booking (or, if already paid, no refund of the price paid for the Booking will be given).

#### **2.2. Cancellation by NOF Energy:**

- 2.2.1. We may cancel a Booking (and therefore a Contract) at any time by sending to you written notice to that effect.
- 2.2.2. You will not be liable to pay the price for the Booking (or, if already paid, a full refund of the price paid for the Booking will be given) except where NOF Energy cancels the Booking (and therefore the Contract) as a result of a Force Majeure Event whereby you will still be liable to pay the full price for the Booking (or, if already paid, no refund of the price paid for the Booking will be given).

3. Save for any refund/cancellation expressly stated in this Policy, if we, in our absolute and sole discretion, decide to allow you to cancel a Contract and forego payment of the price or give you a refund in respect of any Contract, we reserve the right to charge you (by way of a set off from any refund or otherwise) for any fees, costs and/or expenses which we have incurred, or may incur, in connection with the Contract, the cancellation and/or the refund.
4. Notwithstanding the foregoing, upon cancellation of a Booking / Contract by NOF Energy and provided the event is cancelled due to circumstances beyond our control, we will refund to you any charges you have paid in respect of the Booking/Contract if, and only if, we recover those charges from our insurers. If we only recover a proportion of those charges from our insurers, we will refund to you such proportion of the charges that were recovered.
5. Notice of cancellation must be given by e-mail to [events@nofenergy.co.uk](mailto:events@nofenergy.co.uk).