



## IOCF POLICY ON PAYMENTS AND REFUNDS MADE FOR IOCF EVENTS

With immediate effect, the following will apply:

Payment for events must accompany a booking form, either by cheque or BACS.

Cheques made payable to 'The Institute of Civil Funerals'

BACS payments to: Sort code: 30-94-47

Account number: 03038542

Please reference BACS payments clearly with your IoCF number and the event  
e.g. 1044 BPDday

Bookings will be confirmed by email on receipt of payment.

All bookings to be received two calendar weeks before the event – this has to be a fixed cut-off date and is demanded of us by the venue.

A receipted invoice will be included in the delegate pack given out at the event.

A refund will only be made if a booking is cancelled 14 days or more before the event. An administration fee of £10 will be deducted from this refund to cover IOCF costs.

Any refunds made on compassionate grounds will be at the discretion of the IOCF Chair.