



Reservation and Refund Policy

Table and individual ticket reservations are only confirmed when full payment has been received. Tables/places cannot be transferred to another company/person.

Event Cancellation – Force Majeure

Should the event be cancelled due to any restrictions imposed by the Government we, The Promotional Edge [UK] Ltd will guarantee a full refund is made to the company/person whom the original invoice was to addressed and paid by.

Should the venue cancel the event due to fire, flood or another incident that renders the building unsafe for events we, The Promotional Edge [UK] Ltd, will offer those with reserved and paid for tickets the opportunity of transferring the same number of places to the 2025 Surrey Property Awards without penalty or additional cost.

The Promotional Edge [UK] Ltd will not be held responsible for any other reasons or circumstances outside its control should The 2024 Surrey Property Awards be cancelled.

Table hosts and individual ticket holders should note that refunds cannot be made for any guests who find they are unable to attend.

Sponsors should refer to their individual contract letters in respect of cancellation and refund terms and conditions.

Cancellation of Guest Speaker

Due to the restrictions and first call clauses imposed on all celebrity guest speakers we, The Promotional Edge [UK] Ltd reserve the right to replace the promoted guest speaker with another of the same/similar calibre without penalty. Whilst every effort is made to ensure the promoted celebrity speaker is in attendance, we cannot be held responsible for any unforeseen circumstances that will bring into force the 'first call contract clauses'.

The Winners

Winners will be announced and presented with their trophy at the Awards Ceremony and Gala Dinner on 28th November 2024, at G Live in Guildford. Please note that winners will not be notified before the event.